VOCIS
VOCATIONAL TRAINING OF THE INNER SELF

QUALITY SYSTEM

REPORT

FINAL EDITION - I/2018

1. Introduction

The QS for VOCIS project was organized in five areas: a) monitoring of the project development; b) assessment of the gathered results; c) evaluation of the quality of each product; d) impact evaluation; e) risk mitigation. In the Quality Plan there is a clear explanation of the methodology; here we present the 4 main tools used during the VOCIS project ongoing and their results. It is important to stress that the major findings of the QS activity were discussed by the Quality System Committee, coordinated by the Quality Coordinator (QC) formed during the first meeting in Rome.

This final report show how these tools were used during the project and the main results they gave in order to monitor the correct carrying out of the project and the satisfaction of the partners for the process, the level of work, the mutual collaboration and the products realized.

Within the QS Plan there was a section targeted to risk mitigation and conflict resolution. <u>It is a pride for our VOCIS project the fact that we never needed to use these procedures</u>. The only problem we have had was a delay after the decision (see 2.3 point c) to spend more time to improve the framework of O2 result; the delay was successfully recovered during the second year of activity, but there was no argument within the partnership about that.

The last aspect we want to stress is that the evaluation of the quality of each products of the several IOs of the project was achieved by a double procedure of internal evaluation done by the lead partner for each IO and a consensus procedure done during the meeting (and by mail for O6 and O7) whit a large discussion involving all the partners. This goal is only partially displayed in this report as the discussions during the meetings are not reported, but in the answer to EQs and Interview and in final results of the indicators it is possible to understand how the process was successfully realized.

To simplify the reading of the different results, we decided to group in the next paragraphs the results f the tools for typology and not following the chronology.

1.1 Evaluation Questionnaires

As decided during the kick-off meeting in Rome for the first area we started with the first tool of the QS. After all partnership meetings it was submitted a questionnaire to all the participants (Ann. 1). It is a simple table divided into two main parts: general issues and project's contents and methodologies.

This tool was used throughout the project; there were four different (for the second part) Evaluation Questionnaire (EQ) editions, one after each meeting (Rome, Dublin, Zadar and Luxembourg) - and it was an useful tool to evaluate the meeting itself and if some aspects were missed or under-evaluated, in order to correct the approach. Moreover this monitoring tool was useful to allow each partner to be fully involved in the project's progress, giving their suggestions in each phase and considering all products as a partnership product.

The aims of this evaluation tool are:

❖ for the general section to understand if all the partners were involved in the meeting, understood their role in the project, were satisfied with their tasks and happy about the project's activities up to that point;
❖ for the contents and methodologies section to understand if for the foreseen activities, in the studied period, all the relevant discussions and definitions were clearly understood and if there are any suggestions or amendments to be produced in order to modify the developing work of the project;
❖ for both to guarantee that time-table implementation is on schedule during the project duration; to provide timely information to the project management about the progress of the activities to improve the performance of the work packages as well as to facilitate project management and to perform continuous observation and evaluation of the fulfilling of the project goals.

All the participants to the meetings were required to fulfil the EQ and to insert some relevant comment. The QC elaborated the 4 reports on the basis of the EQs findings showing it the next meeting. If any relevant problem / suggestion arise the QC will communicate to the Coordinator a specific recommendation.

1.2 Network Analysis Table

During the second meeting in Dublin, as foreseen by the Quality Plan, a second tool was introduced: the network analysis table (Ann. 2), which was used after the two central meetings (Dublin and Zadar).

Only the PQE (Partner Quality Expert) filled the tables for each partner; he/she said how strong are the links with the other partners. The tool has one simple table to classify the collaboration intensity among the partnership. After each submission, the QC prepared a short comment related to the network analysis interpretation, after the two editions.

The aims of this tool are:

- ❖ to understand how the <u>intensity of the communication/collaboration</u> between each partner of the project would develop during the project's life span.
- ❖ to assess the connections within the partnership, helping the project management to take into account <u>the equilibrium</u> of the work done and the communication and collaboration intensity.

The QS of VOCIS project, activated by these tools, was able to monitor the project as a whole and to help the partnership and each single partner to have an objective overview of the different parts of the project in order to get the foreseen results on time and with the common effort of all the partners.

1.3 Internal Interview

During the second meeting in Zadar, as foreseen by the Quality Plan, a third tool was introduced and realized by each partner in the weeks after the meeting: a structured interview (Ann. 3) on the satisfaction of the process and the products. The aim is to foster a reflection on the project results and positive/negative aspects to date, to have an opinion on the product already done (linked to point 7 – evaluation) and to get some hints for the last work to do in the final months.

Only the PQE answered to the Internal Interview for each partner; he/she did a sort of check on all the realised activities, on the final activities to be realised in the last six months and on the impact of the project.

It is important to stress that the results of this tool was useful also to support the writing up of IO7 – Vocis@hand.

1.4 Indicators

During the first meeting in Roma, presenting the Quality Plan, a first group of indicators was introduced, then, during the meeting in Dublin we decided to organize the indicators in two sets one targeted to the management & implementation process (including the impact) and one to the contents (including somehow some evaluation on the products). These indicators were selected with the SMART criterion: Specific to the objective it is supposed to measure (in particular to the proposal framework), Measurable (either quantitatively -a number foreseen and a number obtained- or qualitatively -a score to show the opinion-), Available -related to the activities carried out-, Relevant to the information needs, Time-bound about the time to expect the objective to be achieved.

The final version of the Indicator Sets is in Ann. 4a and 4b. As it is easy to understand in both sets there was the intention to capture, for what is possible during the project ongoing, the impact effectiveness and the involvement of the different groups (Target, beneficiaries, stakeholders) interested by VOCIS project.

1.5 Quality questionnaires for the IOs

During the first meeting in Roma, presenting the Quality Plan, we discussed also on the need to plan some questionnaires for the IOs; in particular we decided to get the feedback of the people involved in IO2 directly, as it was already a big effort to answer to the large number of questions of this first tool. Then for IO3, IO4 and IO5 we designed suitable questionnaires (with the same methodology) in order to capture the feeling of the people involved in the test phase. The results were used by the lead partner of each IO to optimize the final IO product.

It is important to stress, as we said in the QS Plan, that these questionnaires (Ann. 5a, 5b and 5c) are now ready for the use in case an organization/institution will use one or more VOCIS products, to capture the opinion and feeling of the groups involved in the selected activities.

2. Evaluation Questionnaires

2.1.1 General Section of EQ after the meeting in Rome

The kick off meeting was held in Rome 20-22 of April and 10 of the participants answered to the EQ. In particular below is the first section of it with the average score for each question.

General	Vote (1 min. – 5 max.)
– The organisation of the meeting was fine	**4.8**
– I am satisfied with the quality of my own participation	**4.8**
– My expectations about this meeting were met	**5.0**
– I appreciate co-operating with the other project partners	**4.9**
– Clear understanding of all administrative aspects	**4.9**
– The extra meeting activities arranged were interesting	**4.9**

The total average score for the sum of the six questions is 4.88. It is an uncommon high score for the first meeting; we can think that this excellent results come out from the positive crossing of three factors: a) the project started with a big delay, when the Luxemburg N.A. was able to find the funding amount and the partners continued to have mutual contacts, mainly thanks to the coordinator; b) all the partners have a very good experience in such a Programme and some of them already cooperated in the past; c) the general approach was very friendly also if strictly targeted to the effectiveness of the meeting.

First Question - **The organisation of the meeting was fine**. We have had almost all maximum scores for this question and some comments like: "Very pleasant and interesting"; "Good organisation and great people willing to help with logistical aspects"; "For the next meetings it would be nice if the hosting partner could organise lodging for the partners all at the same place (better for group relations"; "Thanks a lot to our Italian Friends!" and " Good preparation for the meeting". Then

no major problems on this item and one suggestion: to host all the partners in the same place.

Second Question - **I am satisfied with the quality of my own participation**. Also in this case only excellent scores, here a couple of comments: "I have had the opportunity to express my ideas and to discuss with the partner; it was very interesting"; "We had good spirit within our team" and " Yes, I feel I participated well". Also there no problems and a fine involvement of all the participants in the discussion of the several aspect of VOCIS project.

Third Question - **My expectations about this meeting were met**. This was the only general question with the 100% of maximum score; what a nice think for a kick-off meeting! There were interesting comments: "Feedback from partners was that everything was well structured and that they received the information they needed. It was also clear which questions needed to be answered by the coordinator after the meeting (timesheets, Lux. NA's rules, etc.), thus minimising uncertainties and doubts"; "Teambuilding was a matter for this first meeting and in my opinion we managed it successfully. In workshops, different partners had the opportunity to start working together and feedback was that they are eager to work together on specific IOs"; " I am of the opinion that we have fulfilled all expectations"; "Within the first meeting we've built a strong and lovely team" and " It was very nice to meet new colleagues". <u>It will be important for the future on one hand to save this beautiful team-spirit and on the other to organise all the next meetings in the same participative way</u>.

Fourth Question - **I appreciate co-operating with the other project partners**. Also in this case only positive comments: "It was really a pleasure to see that all partners possess key competences, that they have a lot of experience and that they are motivated by the project. What else can you ask for as a project coordinator!?"; " We expecting very fruitful further cooperation"; " We have to know each other better, but the feeling is very good" "There are high competencies within the group" and " They are also very nice persons with which you can have nice chats and laughs". A new partnership which meets for the first time is always a delicate starting point; these fine comments show us that we are in the good direction with our project and there is a mutual esteem among the partners.

Fifth Question - **Clear understanding of all administrative aspects**. Also in this case high scores, we suppose thank to experience of all the partners. Here the main

comments: "For me it is quite clear. I give it a 4 since some aspects still need answers. But on the other hand, these aspects have been clearly identified"; "We understood and accept all administrative tasks"; "This was explained well"; "Principles clearly presented, but no doubt, questions will show up during project"; "Good and clear guidance by Marco!" and "Clear understanding of contractual and financial formalities". Of course we can point out that there are "some aspects that still need answers", but in general there is a full understanding of the foreseen administrative aspects, the coordinator, speaking with their NA will solve possible doubts.

Sixth Question - **The extra meeting activities arranged were interesting**. Also for this question all high scores and positive comments: " Very interesting to see new locations and hosts were very interesting and have many useful information"; "Thanks to this meeting I could re-calibrate my perception of "al dente" (I realised that my al dente was actually totally overcooked)", more seriously, Rome is a great and beautiful city, we saw a lot of interesting things and ate a lot of good things"; "I enjoyed our time together outside of meeting times".

2.1.2 Content Section of EQ after the meeting in Rome

Below is the second section of the EQ, the one targeted to "Contents & Methodologies"; into the right column there is the average score for each question.

Contents & Methodologies	Vote (1 min – 5 max)
– I was satisfied of the outcomes of the meeting	**4.9**
– Clear understanding of further activities to be realised	**4.8**
– There was a general consensus on the Diagnosis Toolkit	**4.8**
– There was a general agreement on project web page for the project	**4.4**
– There was a general consensus on the QS Plan	**4.9**
– There was a general agreement on the main activities to be realised and on the project timetable	**4.9**

The total average score for the sum of the six questions is 4.78. Also in this case it is an uncommon high score for the first meeting; probably this come out from a suitable preparation of the meeting itself during the two months before it.

First Question - **I was satisfied of the outcomes of the meeting**. Very high average score for all the questions, if not the fourth; in this case we've got the following comments: "Important input from partners regarding for instance: website, IO2 diagnostic toolkit, ways of communication"; "Partners motivated (see above) to work on IOs"; " Good teambuilding with experienced and nice people" and " We worked cooperatively, timely and with excellent results". No major problem arose during the meeting, there was a fruitful exchange of experience and ideas, the foreseen activities appear under control.

Second Question - **Clear understanding of further activities to be realised**. Also in this case all positive scores and positive comments: "Activities during the Kick-off conference helped us to understand all project tasks"; " Yes, it was a great step forward"; "The original plan was simplified by the NA according with the reduction of the budget, now it is everything clear and well defined" and " Good initial discussion with further clarity as we move through the project". Activities to be performed and IOs to be realised are clear and there is no problem of feasibility related to them; everything was well explained and deeply discussed during the meeting in Rome.

 Third Question - **There was a general consensus on the Diagnosis Toolkit**. The first draft of the toolkit was appreciated and there was a large discussion within the partnership for possible improvements; the high score and the comments stressed this situation. These are some of the comments: "The first version Diagnosis Toolkit as the instrument has met our expectations. The final version will be even better after we do implemented process of instrument validation. Expert team form University of Zadar will be happy to participate in this process"; " Yes, also if we decided to optimize it with an internal test in all the involved countries"; "One partner issued the concern that something may be missing in the theoretical frame the diagnostic toolkit is built on. A possible solution could consist in a dialogue between this partner and the leading partner for the Diagnostic Toolkit in order to agree on the present version or identify which variable could be missing"; "The discussions and presentations were transparent and clear" and " There were helpful discussions and a brilliant brainstorming that led us to a good product". An

important decision was unanimously taken in Rome: <u>to start from the first draft for O2 and to improve it with the cooperation of all the partners and the scientific work of our Croatian and German partner, in order to get an optimised version of the diagnostic toolkit.</u>

Fourth Question - **There was a general agreement on project web page for the project**. This was the question who gets the lower score (4.4), but in any case a very good one; that happens not for disagreement on the web design, but for the reason that lot ideas come out and then the coordinator will work on them. Here some of the comments: " We drafted some proposal and stressed the main topics to be host in the web; now we'll wait the coordinator implementation"; "We worked in 2 groups to determine requirements towards the project's web page and its design. A synthesis of the group's results was made afterwards and reflects the consensus between all project partners"; "We have made just a draft of web page so some additional work should be done"; "Partner from Ireland and Italy brought in good new ideas" and " The appearance and structure of the website was agreed in principle. The website will evolve and grow in line with the realization of our intellectual outcomes". Then now there is only to wait for the <u>"additional work which should be done" in planning the VOCIS web page</u>.

Fifth Question - **There was a general consensus on the QS Plan**. Again high scores and very positive comments, like: " Yes. We thing that QS Plan is great tool for our work and cooperation. Also, because of the seriousness and commitment of partners think that some elements of the QS Plan will not have to be activate"; " Pietro delivered a clear and useful idea for our common QS"; " Very clear" and " Yes, the quality system makes sense and is not too heavy". At the end there was a full consensus on the QS plan proposed by Antares and the partnership adopted it.

Sixth Question - **There was a general agreement on the main activities to be realised and on the project timetable**. Also on these aspects of the project there was a full agreement and commitment from all the partners, as we can read in some of the comments: "Project timetable will give us enough time to complete all planed activities"; " Good initial discussion with further clarity as we move through the project"; " Everything was very clearly defined and dates are OK. We are hoping that future work would be very successful and fruitful"; " I am sure and convinced that our partnership will work on a very high level"; "The Timetable of Activities was revised since some partners wanted to start earlier with their IO" and " Thanks to

strong partners and an excellent cooperation we agreed to formal aspects of the project". Then also on these topics there was no major problem for the partners.

2.1.3   Meeting in Rome - Conclusions

The three major recommendations coming from the analysis of the EQs after Rome are:
   a) the five partners have had an **enthusiastic approach to VOCIS project** (as we can understand from the uncommon high score of almost all the questions) and it will be important for the future on one hand to save this beautiful team-spirit and on the other to organise all the next meetings in the same participative way;
   b) there is the need **to discuss better some aspects of the administrative rules and of the project web page** but this is obvious as in Rome there was the real start up of the project and the ideas and information have to be transformed in good practices;
   c) the partners give **a strategic importance to the O2 diagnostic toolkit**, so they decided, starting from the very good first draft, to improve it with the cooperation of all the partners and the scientific work of our Croatian and German partner, in order to get a final optimised version.

The partnership gave value to these recommendations: there were several contacts opportunities, after the meeting in Rome; the coordinator periodically communicated to all the partners the activity to be done during the period (May-October) till the next meeting; an updated timetable was realised to overcome some little delays.

2.2.1 General Section of EQ after the meeting in Dublin

The second meeting was held in Dublin 11-13 of October 2016 and 7 of the participants answered to the EQ. In particular below is the first section of it with the average score for each question.

General	Vote (1 min – 5 max)
– The organisation of the meeting was fine	**5.0**
– I am satisfied with the quality of my own participation	**4.6**
– My expectations about this meeting were met	**4.0**
– I appreciate co-operating with the other project partners	**4.9**
– Clear understanding of all administrative aspects	**4.1**
– The extra meeting activities arranged were interesting	**4.4**

The total average score for the sum of the six questions is 4.50. It is a good score, also if it is less than the score after the first meeting; this is not a problem, as, reading the comments, we can understand that there are some doubts and some aspects to be solved, which is obvious when the work is in progress, after an excellent start.

First Question - **The organisation of the meeting was fine**. This was the only general question with the 100% of maximum score and some comments like: "Thanks to colleagues from BJC whose effort make our stay in BJC and in Dublin very effective and comfortable. Cooperation before and during the Meeting was essential"; " Thanks to our Irish partner, we had a very comfortable stay. Everything needed was at hand" and " Perfect and lovely organization by Jennifer; Helpful Introduction into Ballymun Job Centre by Sandra, thanks also to our bus driver Peter". Then no major problems on this item and a general appreciation of the host effort in organising the meeting.

Second Question - **I am satisfied with the quality of my own participation**. Also in this case only high scores, here a couple of comments: "I gave my contribution and learnt new things, very interesting"; " If my expectations were different, maybe I

could have given more input to some questions, but given the situation, I think that I could do a good job of leading through the TNM and need to follow the progress of the IOs now (which wasn't my job before). As there have been no questions so far, I hope that this is a positive sign of clarity and not of de-motivation" and "Could present my ideas about my IO and received helpful and qualified feedback". The participants were able to express their ideas and the discussion was open and fruitful.

Third Question - **My expectations about this meeting were met**. This was the question with the lower score, also if positive. There were several interesting comments: "Some doubts had to be solved during the Meeting due to the change of the coordinator person and to not shared information among partners"; " Yes, notwithstanding the change of the coordinator, everything was very well done"; " Most of my expectations was fulfilled during meetings in Dublin. Although I must admit that I expected more direct joint work on the IO 5 and 6. I was expecting that we will get more in the problem of content and the methods of delivery of these two outcomes. However, the meeting was a good opportunity to agree on how we will approach the outcome of the project"; "I thought before the meeting that other partners had a very clear understanding of their contribution in the project. Unfortunately, this was an illusion and there was an important need for clarification. This could not all be handled during the meeting (as Marco Da Silva left Caritas and I was to take over a project that I hadn't written) and will be an on-going process for some questions. I had also to acknowledge that the progress of the project was not as far I thought. Our time schedule will be quite tense until the end of the project, but I don't think that it is a problem" and "Absolutely. The change of the coordinator was dissolved, the contents are still clear as well as the work-packages". A first problem arose with <u>the change of coordinator</u>, but the participants declared that after some discussion and some clarification everything was OK; the second was about <u>the role and the tasks of the different partners</u>; on one hand a lot of work was done during the last months, it was important to clarify all the situation for the future work; <u>the partnership is confident to get successfully the foreseen results</u> (see also the score and the comments at the last question of the second section of the EQ).

Fourth Question - **I appreciate co-operating with the other project partners**. Also in this case almost the maximum of the score and only positive comments: "I think that all members of the project team are extremely motivated and willing to cooperate";

"Everything was fantastic, and I appreciate possibilities of future cooperation with partners, not just about this Project"; "I know that it is a challenge to work with such a team (different languages, different working cultures, different expectations), but my past and present experiences motivate me"; "Good and cooperative atmosphere, interesting talks with different partners, highly qualified experts working together, good ideas to develop VOCIS-IO's" and " I think, it is a very good team which is able to handle the project very well". The new partnership, thanks to the meetings, the frequent contacts, the common work and the mutual respect is becoming a team and all these fine and very positive comments suggested us that we are acting properly and in the same direction.

Fifth Question - **Clear understanding of all administrative aspects**. We saw a good score, also if not excellent and here are some of the comments: "I think that we had some initial disagreements about the administrative tasks that are a consequence of different understanding and reading of project documents. At the end of the meeting was an excellent opportunity to agree on all the details"; " At least one aspect needed to be checked with the NA which was done (work contracts language). My mail and model for certificate should have made this aspect clear right now"; "Danielle, who had to jump into the coordinator's role, did a good job and explained the relevant administrative aspects" and "The major aspect were under control, the coordinator has to ask some details to the Lux. NA". The change of coordinator at the beginning led to some disagreement, but then the new coordinator was able to perform properly her role, now she has to get some more information by the NA on the administrative aspects, but the main topics are clear to all now and there are no more doubts.

Sixth Question - **The extra meeting activities arranged were interesting**. Also for this question all high scores and positive comments: " Social dinner was organized in good and comfortable restaurant where we could enjoy our partners' company Our Irish hosting colleagues were really kind and supportive with us"; "I suggest meeting stakeholders at the next TNM, for example invite them to lunch or dinner to boost our dissemination activities. I think that most partners had time to discover Dublin on their own (and everyone seemed to have a good time). I would appreciate more shared activities, useful for teambuilding. Irena has already made some propositions in relation to that point, so I think that these needs will be met"; "Jennifer gave us very interesting information (e.g. Howth, Glasnevin, Dublin city), Boxty House

Dinner was nice and Brian Buro as well" and "We have had some time to spend together in a nice way".

2.2.2 Content Section of EQ after the meeting in Dublin

Also in this case we have a second section of the EQ, the one targeted to "Contents & Methodologies"; it is (partially) different from the one in the first EQ, as it is related to the work done and to be done after the meeting in Dublin. As usual into the right column there is the average score for each question, after the 7 answers.

Contents & Methodologies	Vote (1 min – 5 max)
– I was satisfied of the outcomes of the meeting	**4.4**
– The new format of the Diagnosis Toolkit (O2) was appreciated	**4.5**
– The material suggested for Individual coaching (O3) was appreciated	**4.5**
– The general framework of Peer Counselling (O4) was approved	**4.5**
– There was a general consensus on the VOCIS Web page	**4.4**
– There was a general agreement on the main activities to be realised and on the project timetable	**4.9**

The total average score for the sum of the six questions is 4.53. We have to notice that the score is slightly higher than the one of the first section, this is uncommon as on the contents there are more discussions and differences, but it is a good situation that we can describe as a good understanding of the activities to be realised and of the different roles; after 6 months the partnership seems have got a common approach to the IOs and the project development.

First Question - **I was satisfied of the outcomes of the meeting**. We have a quite high score for this question and we can understand it from the comments: "In my opinion a very good job (much more than the foreseen) was performed for O2 and also O3 and O4 are now on the right tracks"; "The Meeting was not easy but the new coordinator and other participants did their best to clarify and find solutions to some doubts about the reduced version of the project approved that made the

decision process slower. However the final agreements was satisfying"; "A to do list with deadlines should be a help for everyone to organize its work and shows that we all need absolutely to cling to it! Not much space left… that's an important outcome of the Dublin meeting" and "Goals were achieved, agreements were made and project-relationships were intensified and strengthened". It was a strategic meeting, after the enthusiasm of the kick off in Rome, in Dublin we had to face the evaluation of the work done and the planning of the work to be done; some doubts were solved, the partners are now confident for the future; goals were achieved and the activity was and will be intensified; a specific suggestion: a list with all the deadlines should help each partner to organize its work.

Second Question - **The new format of the Diagnosis Toolkit (O2) was appreciated.** Also in this case all positive scores and positive comments: " I appreciated very much the results about validation of dimensions and items of the tool. I am confident the final version fully fits the project objectives"; "Stephan and Zvijezdan did a good job as well as our Italian partners who paid attention to the content during the discussions"; "Our Croatian partners did a good job and looking forward to the upcoming results of their further statistical research"; "Yes more precise and with a scientific basis". After a long and deep discussion in Rome we decided to optimise the first draft of the Diagnosis Toolkit and in Dublin we were able to appreciate the work done. Reading the comments there is now a full and common agreement on the new version of the Diagnosis Toolkit with the statistical improvement performed by Zadar University.

 Third Question - **The material suggested for Individual coaching (O3) was appreciated**. This was a new tool and the German partner presented a very interesting set of exercises for the individual coaching; also in this case the evaluation was positive both for scores and comments: "A rich number of exercises, very interesting and for sure they will have a good impact on the users"; "The material was rich, various and very interesting. It offers a large choice for Individual coaching"; "Again, good job, Stephan! The collection is a basic document for all other IOs to come"; "Yes. The material will ensure the success of the further steps" and "Material meets the projects needs and the toolbox contains a huge variety of self-instruction exercises". Then a general appreciation on the realised material, no specific doubt or concern on this topic.

Fourth Question - **The general framework of Peer Counselling (O4) was approved**. Also in this case very good scores from all the participants and some positive comments: "Yes, there are still some aspects to be discussed, but the general framework is OK"; "Methodological framework was clearly presented by Jennifer from BJC"; "Some questions are left, but the framework was approved and the discussion seemed to help Jennifer to go ahead with her work"; "After an interesting discussion we found a good solution" and "The general framework is clear and beneficial for the project goals". In this case, as the O4 is just started, the work was focused on the general approach and there was a common agreement on the proposal; <u>some specific aspect of the product will be developed during next months</u>.

Fifth Question - **There was a general consensus on the VOCIS Web page**. There was the lower score on this topic after the first meeting, now we are in the average, as the web was well organised by the coordinator. Some of the comments are: "The framework of web page is effective and suggestions from partners will improve it further"; "Framework appreciated, partners brought in some ideas to fill the website with life – an ongoing process on a good basis"; "Some things should be corrected but the web page is OK"; "The web page has a good structure and it will be a good platform for dissemination" and "The proposal of the coordinator was simple but effective". Also in this case a common appreciation on the work done the page is clear and attractive, the general framework is OK; <u>something has to be improved during the next months when all the documents will be uploaded and the web page will be enriched thanks to the project experience.</u>

Sixth Question - **There was a general agreement on the main activities to be realised and on the project timetable**. This was the question with the higher score in the Content section, we can understand why reading some of the comments: "YES!! The original timetable was not sufficient. It has been translated into a "to do" list that shows the connections of our work. The timetable will be tough in 2017 but as a coordinator I will watch it and complete it regularly. Give a look at it on basecamp!"; "The team in general tries to find always an agreement which is important for the further collaboration and the project"; "Cooperation among partners and coordinator support was essential to find best solutions for managing project activities and time" and "Yes the delay was overcome and now everything is under control". <u>The timetable was updated and now the partners are confident to perform their job in a successful way</u>.

2.2.3 Meeting in Dublin - Conclusions

The EQ after the meeting in Dublin show us some important points related to the internal development of the project:
- there was an initial problem with the change of the VOCIS coordinator, but the partners declared that, after some discussion and some clarification, everything now is OK;
- there were some disagreement on the administrative aspects, after the coordinator explanation now the main topics are clear and only few questions have to be asked to the Luxembourg NA;
- there were some perplexity on the role and the tasks of the different partners; the deep discussion in Dublin and the good progress of the project activities clarified this situation;
- some specific aspect of the product O4 will be better developed during next months;
- the web page framework was approved and some details have to be improved during the next months when all the documents will be uploaded;
- the timetable of the project was updated and now the partners are confident to perform their job in a successful way during the remaining months.

After the EQ analysis three important goals are commonly perceived:
1) VOCIS partnership, thanks to the meetings, the frequent contacts, the common work and the mutual respect is becoming a team, acting properly and all together in the same direction;
2) there is a full and common agreement on the new version of the Diagnosis Toolkit with the statistical improvement performed by Zadar University, this was an extra-work that the partnership did for a strategic purpose and it is also the first time we use the "internal consensus procedure" to evaluate our first product;
3) solved doubts and disagreements, the partners are now confident to get successfully the foreseen results; first goals were achieved and now the activity will be intensified.

At the end we can stress two suggestions coming out from the various comments:
a) it is important to improve the communication opportunities among the partners, in order to share the improvements, the experiences, the possible troubles and to perform a team-work together;
b) with the new timetable, the partnership has a greater awareness of the activities to be performed; a periodic list with all the deadlines should help each partner to organize its work.

2.3.1 General Section of EQ after the meeting in Zadar

The third meeting was held in Zadar 14-16 of June 2017 and 9 of the participants answered to the EQ. In particular below is the first section of it with the average score for each question.

General	Vote (1 min – 5 max)
– The organisation of the meeting was fine	**4.7**
– I am satisfied with the quality of my own participation	**4.1**
– My expectations about this meeting were met	**4.2**
– I appreciate co-operating with the other project partners	**4.4**
– Clear understanding of all administrative aspects	**4.2**
– The extra meeting activities arranged were interesting	**4.7**

The total average score for the sum of the six questions is 4.38. It is a good score, also if it is little less than the scores before; the reason is that the partnership is aware that a hard work has to be done in order to suitably conclude the project and some aspects have still to be solved, but the general feeling is positive and the approach is targeted to a successful conclusion of VOCIS.

First Question - **The organisation of the meeting was fine**. This was one of the two (with the sixth question) general question with the higher score and some comments like: " The venue was very comfortable and the host organisation was excellent in their hospitality"; "The Croatian partners were extremely welcoming, with regards both to work organization and to cooperation and personal relationship!"; "In a beautiful building, our meeting was host with a great professional approach from our Croatian friends ". The beautiful place and the fine organisation from University of Zadar allowed a pleasant meeting in very good general conditions.

Second Question - **I am satisfied with the quality of my own participation**. Also in this case only high scores, here a couple of comments: " All partners, including myself were given an opportunity to speak and discuss any issues that they felt were

relevant." and "I was happy with how up to speed I was with the project coming to it so new. The partners were very welcoming.". The participants were able to express their ideas and the discussion was open and fruitful, we know each other so now there is a large confidence in the group and we can discuss without losing time, well focused on the target.

Third Question - **My expectations about this meeting were met**. There were several interesting comments: "I feel that the project still has a lot of work to do and my expectation was that the meeting was to provide an opportunity to review what had been done and plan out the rest of the project, this was in part the case"; "Yes, it was important to overcome some delay and to plan the final activities bringing us to Luxembourg for the final conference" and "For a next project, I think that more meetings with longer meeting time would be preferable so that real work can be done and not only basic preparation. I had the feeling that people would profit from more input of other experts but in a common setting. Discussions are much longer and fatiguing through phone or e-mail.". A first problem shown is the large amount of work to do in the next 7 months; we started VOCIS with a delay and also if some activities were simplified, the partnership want to carry out the products with a high standard of quality, so it is obvious that there are still some concerns; a second problem is related to the few opportunities to work together (only two partnership meeting plus the kick off and the final) , as we proved that the exchange of ideas and practices is very fruitful.

Fourth Question - **I appreciate co-operating with the other project partners**. We've registered a good score and only positive comments: " The partnership is working well, however, there is room for improvement and better communication channels are required for the project to achieve its objectives."; "Partners were willing to cooperate however there was more guidance from the lead partner needed"; " I think that these meetings are a great opportunity for cooperation and mutual understanding"; "I appreciate the co-operation a lot, we hope to continue our work together" and "Every meeting we found some new ideas and common points we have to discuss.". As we stated after the meeting in Dublin, the partnership is now a project team, it is a pleasure to discuss and improve together, there is a full confidence in the expertise of the other colleague. Of course the coordinator has to support the harmonic cooperation among the partners (see also the findings of the Network Analysis), but the various partners hope to continue in the future to cooperate.

Fifth Question - **Clear understanding of all administrative aspects**. We saw a good score, and there were only two comments: " No problem at all" and "Communication needs to improve between partners for the last months of the project ". We can conclude that there are no more doubts or concerns, as the interim report was presented and the administrative aspects were fulfilled by each partner; there is still a problem of communication for one partner, in order to cope with the last administrative requirements.

Sixth Question - **The extra meeting activities arranged were interesting**. the higher score also for this question and some positive comments like: "The trip to Plitvice lakes was interesting and enjoyable"; "The group benefitted from this teambuilding measure and quite a lot of work has been done in the informal setting" and "It was a lovely trip to the lakes and the partners in Zadar were very generous to organise it.". It was a pleasure to see how our Croatian partners are proud of their land beauties; the gave us a lot of information, organised this nice little trip in the wonderful Plitvice, organised nice dinners. They were really warm host to all of us and the meeting will be remembered also for the beautiful Croatian Nature and Cities.

2.3.2 Content Section of EQ after the meeting in Zadar

Here are the question of the section "Contents & Methodologiesand, as usual into the right column there is the average score for each question, after the 9 answers.

Contents & Methodologies	Vote (1 min – 5 max)
– I was satisfied of the outcomes of the meeting	**4.3**
– The Peer Counselling tool (O4) was approved	**4.3**
– The material suggested for C-VET (O5) was appreciated	**4.6**
– The material suggested for I-VET (O6) was appreciated	**4.6**
– There was a general consensus on the VOCIS book framework (O7)	**4.3**
– There was a general consensus on the new tools for QS and on the general development of QS plan (O9)	**4.6**
– There was a general agreement on the main activities to be realised in these last months	**4.5**

The total average score for the sum of the seven questions is 4.46 the same magnitude than after the meeting in Dublin. Also in this case the score is slightly higher than the one of the first section, so we can confirm that there is, in average, <u>a good understanding of the activities to be realised and of the different roles</u>.

First Question - **I was satisfied of the outcomes of the meeting**. This meeting was strategic, so it is important to listen the comments: "I think that if what was agreed at the meeting is followed through the objectives of the project will be met, however, we need to ensure that minutes and actions agreed are sent to everyone ASAP and someone takes responsibility for ensuring that all partners meet the agreed deadlines"; "Many needs were met and a very good plan for final work until the end of the Project was agreed" and "I feel there were some element of confusion between partners and the lead agency regarding some aspects of the project, now everything seems to be back in the past; it will be important to realize all we decided in Zadar". Two important recommendation come out from these comments: 1) the project have had some difficulty at the beginning, now it seems we overcome all shadows, so <u>we must be engaged for the next months to conclude the project successfully</u>; 2) <u>we decided a strategic plan</u> to perform the final tests for the IOs, to write the VOCIS book, to conclude the QS actions, etc. <u>we need to monitor that all decided topics will become real actions</u>.

Second Question - **The Peer Counselling tool (O4) was approved.** Also in this case all positive scores and positive comments: "There was a general consensus on O4 products"; "Suggestions for improvement have been made. The good quality of the material has been confirmed by participants of the various tests." and "Targets for piloting still need to be reached before we can fully sign off on the tool". There is a little delay with the testing, but all is under control; in particular, as stated after Dublin (see 3.2 - "some specific aspect of the product will be developed during the next months"), the IO lead partner was able to improve the final result and now the partnership is able to approve the final version of O4 .

Third Question - **The material suggested for C-VET (O5) was appreciated**. This was a new part of IO and the Italian partner presented a very interesting framework for the continuous training; also in this case the evaluation was positive both for scores and comments, also if we have to wait for the end of the IO5: "The material suggested was clear and concise and once complete and tested can be adapted for the virtual classroom. Numbers for pilot testing must be complete by the agreed

deadlines"; "Content suggested by Antares was very useful and gives a good starting point for work. I think more agreement with lead agency regarding virtual classroom is needed"; "The presentation was very interesting, the feeling is that the project is on the right way" and "Framework yes. Material is yet to come. Target groups need to be clarified after reading the text at home. It could be interesting to compare with IO6 as soon as the texts are available. The 3 leading themes of IO6 could maybe give an overarching structure to IO5-IO7, as some kind of Leitmotiv.". We want to stress the last comment: <u>it will be useful and interesting to have a sort of common framework linking together IO5, IO6 and IO7</u>.

Fourth Question - **The material suggested for I-VET (O6) was appreciated**. Also in this case a new IO, not yet ended, but with a fine framework; for the question we've got very good scores from all the participants and some positive comments: "Again, the material presented was clear, concise and interesting. Agreement needs to be reached on Virtual Classroom so that this can be progressed"; "Nice input, also thanks to the involvement of the students of Univ. of Zadar; the material has to be systemized, but it seems ok"; "Content suggested by Zadar was very useful and gives a good starting point for work. I think more agreement with lead agency regarding virtual classroom is needed" and "Very interesting presentation but no English texts so far". In this case, as the O6 is started few months ago, the presentation was focused on the general framework and on the test already performed with the university students; improvement and systematization have to be carried out during the next months.

Fifth Question - **There was a general consensus on the VOCIS book framework (O7).** This is our final task, to systemize all our finding and our tool in Vocis@Hand a book with a double aim: to present VOCIS work and tools and to invite the target group to use them. We have got good scores and there are some of the comments: "There are some good ideas about what should be included, however, clarity needs to be given on the tasks and role of each partner"; "The coordinator presented complete and realistic plan to realize it within the project final time"; "Description of task for individual partners needs to be circulated in a timely manner so we can contribute"; "I hoped to get a bit farer but I can work with the outcome of the meeting. I like the idea to pick up the modules' themes from IO6. This maybe a very important point for an attractive book"; "Agreement on the general framework, the coordinator has to launch a proposal involving all the partners" and "We have to decide which type of publication we should prepare". The work is only in the initial

phase so there are some concerns also if the general presentation of the coordinator (leader partner for this IO) was appreciated. It is important to stress that the coordinator, after this meeting in Zadar has to prepare a template in order to properly involve all the partners in the writing up of the book.

Sixth Question - **There was a general consensus on the new tools for QS and on the general development of QS plan (O9).** The presentation for IO9 was both on the result of the previous monitoring and evaluation activities, which lead to the writing up of the Interim Report for the Quality Plan and on the new tools (quality in the IOs and indicators) introduced to have a general picture of the quality effort along all the project activities. In this case the evaluation was positive both for scores and comments, here some of them: "The proposal to improve QP and meet NA recommendation seems to be efficient and appropriate"; "Presented the last two tools; Pietro did a very good job; this activity is transversal to the other IOs, but is strategic for the quality of the whole project" and "Also in order to meet the NA recommendation we decided, after the suggestion of the QS coordinator to give more value to the evaluation part of the IOs in IO9. A very good job was done with the double set of indicators which allow to be visible the working process". Then there was a full agreement on the IO9 activities.

Seventh Question - **There was a general agreement on the main activities to be realised in these last months**. Now we are near to the end of the project life span; a great work was done, but a great work we have to do in order to conclude successfully the project; interesting some of the comments: "Although there was agreement about the work to be complete I have concerns that deadlines will not be reached unless everyone is committed and the lead partner is the driving force behind this"; "Hard work was planned for next final months but all partners are fully engaged on it";"We decided that most of activities will be realized and finished according to agreement"; "There is still some uncertainty about deadlines which would have required more guidance and definite decisions from the lead partner" and "I felt people motivated to continue producing good quality materials. The tighter schedule was acknowledged and everything is set to make the project a success". There were some one more pessimistic, other more optimistic, as usually in each context, but we are sure that with the final time table and the "tighter schedule" for the next six months, thanks to the contribute of the whole partnership and of each partner we'll conclude the project successfully.

2.3.3　Meeting in Zadar - Conclusions

The coordinator and the QS leader were aware about the main suggestions and concerns after the meeting in Dublin and a good work in order to remember the activities and to improve the mutual communication was done. After the third meeting in Zadar we can summarize the following points:

- there is a large amount of work to do in the next 7 months, we overcome the initial delay, but now we have to be focused to the final Conference in December and we must be engaged for the next months to conclude the project successfully;
- the partnership is now a project team, it is a pleasure to discuss and improve together, there is a full confidence in the expertise of the other colleagues;
- we can confirm that there is, in average, a good understanding of the activities to be realised and of the different roles.

After the EQ analysis three important recommendations coming out:

a) we will monitor that all decided topics will become real actions;
b) it will be useful and interesting to have a sort of common framework linking together IO5, IO6 and IO7;
c) the coordinator has to prepare a template in order to properly involve all the partners in the writing up of the book.

Finally the EQ analysis suggests us three important consideration:

1) VOCIS partnership appreciated the framework activity on the new IOs and will act (tests, suggestions, exchange of ideas) in order that they will successfully completed on time;
2) There is a common good feeling on the general structure of the project and its results, the work done, the framework of IO7 and IO9 show that there is a common approach which underpins the architecture of the project;
3) As the first IOs were successfully completed and the general figure is clear and convincing; all the partners are aware that the activities in the future 6 months will be properly intensified.

2.4.1 General Section of EQ after the meeting in Luxembourg

The last meeting was held in Luxembourg the 13-16 of December 2017 and 8 of the participants answered to the EQ. In particular below is the first section of it with the average score for each question.

General	Vote (1 min – 5 max)
– The organisation of the meeting was fine	**4.6**
– I am satisfied with the quality of my own participation	**4.6**
– My expectations about this meeting were met	**4.5**
– I appreciate co-operating with the other project partners	**4.8**
– Clear understanding of all administrative aspects	**4.4**
– The extra meeting activities arranged were interesting	**4.6**

The total average score for the sum of the six questions is 4.59. It is a good score, higher than the last scores; the reason is that the partnership is now at the end of the project and as all delay was regained the general feeling is positive and the partnership is now certain of a successful conclusion of VOCIS.

First Question - **The organisation of the meeting was fine**. This was a question with good scores and some comments like: " Meeting went well. More preparation for the final conference in advance would have been preferable but it went well"; "The meeting was the conclusion of our work; it was very well organised by Danielle"; "The meeting was useful and was a successful conclusion of our project". The fine organisation by Caritas Luxembourg and the general satisfaction for the good conclusion of the project reflects on a positive view on the meeting.

Second Question - **I am satisfied with the quality of my own participation**. Also in this case only high scores, here a couple of comments: " We have had the time to discuss all the major aspects" and "At the end, the work was almost finished, we discuss on the last details ". The participants were able to express their ideas and the discussion was without any problem, the partnership is proud of the successful conclusion of the project.

Third Question - **My expectations about this meeting were met**. There were only few and laconic comments: " Everything fine, a pity the little number of participants to the final Conference, also if their quality was very good"; "Yes it was ok" and "We can't do it better ". Nothing much to add, only <u>the sorry for the little number of participants to the final Conference</u>.

Fourth Question - **I appreciate co-operating with the other project partners**. We've registered the best score of the session and only positive comments: "With most of them"; "The partnership, during the project ongoing become a team and now there are also good friendship relations with all the other people. I'm sure we'll be able to do some more project together" and "Yes with one of them we've already started a new project, I think there will be opportunities for other projects together and why do not thinking to Vocis II". The two important information coming out from this comment are: there is already <u>a new project involving 2 of Vocis partners</u> (Antares and Caritas Borken) and there is a first idea to try to present <u>a new proposal continuing the good experience of Vocis</u>.

Fifth Question - **Clear understanding of all administrative aspects**. This is the question who gets the lower score, there were three comments: " Reminder asked, to be send in January by the coordinator"; "There are small details that we were not sure how to manage but at all everything is fine" and "We discussed on the final Report, we have to know better some little things, but in general no problem". We can conclude that there are some details to be asked to the NA, but in general there are no major doubts for the administrative aspects.

Sixth Question - **The extra meeting activities arranged were interesting**. the higher score also for this question and some positive comments like: " Activity was interesting but it was a lot after a long day"; "Interesting the programme of side activities, we have had a flavour of Luxembourg life" and " We appreciated the opportunity to see something in this little city with a big history in the past ". It was interesting to have a feeling of this beautiful city, everything was well organised.

2.4.2 Content Section of EQ after the meeting in Luxembourg

Here are the question of the section "Contents & Methodologies" and, as usual, into the right column there is the average score for each question, after the 8 answers.

Contents & Methodologies	Vote (1 min – 5 max)
– I was satisfied of the outcomes of the meeting	**4.8**
– The C-VET (O5) was approved	**4.9**
– The I-VET (O6) was approved	**4.8**
– The VOCIS (O7) book framework were appreciated	**5.0**
– The QS (O9) methodology and findings were appreciated	**5.0**
– The dissemination and sustainability activities were approved	**4.9**
– There was a general agreement on the main activities to support the Final Report writing up	**4.8**

The total average score for the sum of the seven questions is 4.86 the higher for the four EQs analysed. In this case such a high score is the <u>proof of the proud of the partnership for the work done</u>. All the foreseen results were achieved, their quality measured during the work and at the end with the internal consensus procedure was more than satisfying. The general opinion is that <u>we concluded successfully VOCIS project.</u>

First Question - **I was satisfied of the outcomes of the meeting**. Only positive comments and good scores: "A good conclusion of the project; at the end all delay was overcome and we are able to close successfully our project"; "Yes, the project is ended and everything was done in a very good shape" and "A good conclusion for a nice project". A good meeting at the end of a good project.

Second Question - **The C-VET (O5) was approved.** Again very high scores and positive comments: "A good work was done by Antares, also the tests gave evidence of that; this part of the VOCIS offer will be able to give value to all the project outcomes"; "Robust and well done: another useful tools for our target group" and "It was well planned and well organised; for sure a useful tool". There was a general appreciation for the work done and for the final tool of this IO .

Third Question - **The i-VET (O6) was appreciated**. This was related to the last training tool of the project; we have had very good scores and comments like these: "Materials for virtual classroom were a bit late being delivered and this create some

delay, but at the end the product is consistent"; "Very nice the slides of Daliborka, Zadar University did a good job with their students" and "Some delay, a big rush in the last months, but at the end a good product". In this case there was a little delay, then thank to the effort of HR and IE partners everything was successfully ended before the final conference.

Fourth Question - **The VOCIS (O7) book framework were appreciated** . The last activity, before the Final conference, was planned in Zadar and very well done during the last months; it gets the maximum score (5 over 5); here the comments: "Very good input from all partners, very good product from the project"; "Very very happy for the book: essential, elegant and useful"; "I think it is a bright proof of all the work we did and a useful support to get profit from the tools offered on the web page" and "Danielle coordinated the writing up of the VOCIS book in a professional way; the final result is great!". Nothing to add.

Fifth Question - **The QS (O9) findings were appreciated.** Also for this question the maximum score (5 over 5); here the comments: "They did a large work, both for the monitoring of the project and for the evaluation of all IOs; at the end a valuable final report was produced (there are few things to add, after Lux.)"; "The quality tools were performed not only to monitor the project, but also the different IOs and now the set is ready for the institutions who want to use VOCIS tools" and "Very good, we appreciated the general framework and the different findings". We see an agreement on the general framework of the Quality System and a good appreciation of the planned tools and of their results.

Sixth Question - **The dissemination and sustainability activities were approved**. In this case the evaluation was positive both for scores and comments, here some of them: "A good number of actions were already performed, the feeling is that other dissemination & sustainability actions will be put in place in the next future"; "We started with the dissemination, but we'll continue in the next months"; "I think that our products will be useful for a large number of people" and "We did some meeting to disseminate, now we can imagine a Vocis II project". The partners started this activity, but, as they were focused on the contents, they want to continue the dissemination for the next months; also in this case is important to notice the willingness for a Vocis II project in the next future.

Seventh Question - **There was a general agreement on the main activities to support the Final Report writing up.** At the end of the project the coordinator has

to present the Final Report, in Luxembourg there was the decision to support, each one with his/her competence this final job. Here are some of the comments: "Some information sharing to be done by coordinator"; "Yes, the coordinator explained us the general framework and all of us will give his/her contribute" and "We will help Danielle for the better writing up of the Final Report". There was the commitment to help the coordinator to prepare in the better way the Final Report, in order to give value to all the work done in these two years by the partnership.

2.4.3   Meeting in Luxembourg - Conclusions

This was the last of four Evaluation questionnaires, this tool was the first introduced in Rome and then follow us for all the project life. In this case we notice very high score as a result of the successful completion of the project, as we said before, this and the very positive comments are a <u>proof of the proud of the partnership for the work done</u>. The only disappointment was <u>for the little number of participants to the final Conference</u>, also if they were all very interested and the majority of them come from institutions potentially interested to use our product.
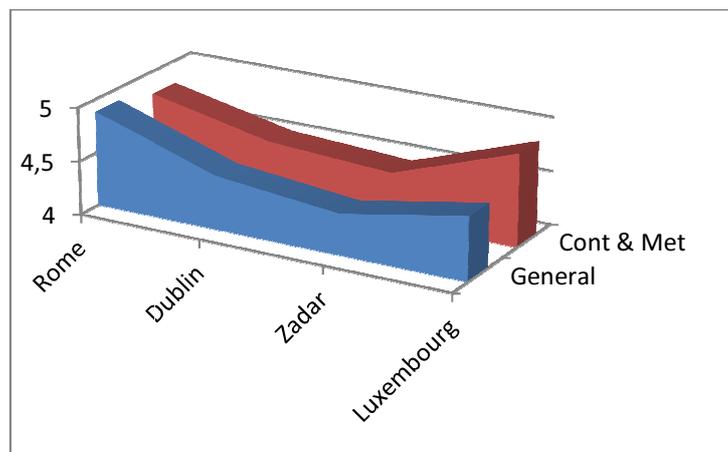
Fig. 1 The evolution of the two EQ sections average scores after the four meetings

Looking at Fig. 1 is easy to understand that after the euphoria during the meeting in Rome for the unexpected late approval of the project and for the interesting work to do; the scores become lower and jumped up again after the last meeting when everything was solved in the right way. Also for this we register the interest of several partners to work together again and the <u>willingness to plan a Vocis II project in the next future</u> .

3. Network Analysis

3.1 Network Analysis

Another tool foreseen by the QS plan is the Network Analysis table (Ann. 2). The aim of this tool is to understand how the intensity of the communication/collaboration between each partner of the project would develop during the project's time span.

Only one representative of each partner institution (the member of the Quality System Committee) has to fill the table; she/he has to state how strong are the links with the other partners, taking into account the intensity of communication and the activities realised together.

The possible answers are:
0 – No communication/collaboration
1 – low co/co intensity
2 – medium co/co intensity
3 – high co/co intensity

As reported in the QS Plan, the aims of this tool are:

❖ to understand how the <u>intensity of the communication and collaboration</u> between each partner of the project would develop during the project's life span.
❖ to assess the connections within the partnership, helping the project management to take into account <u>the equilibrium</u> of the work done and the communication and collaboration intensity.

We launched the use of the Network Analysis (NA) table after the second meeting of the project (Dublin), as the work was started and there was the possibility to register the perception on the co/co intensity. It will be interesting to understand if there will be an evolution in the collaboration among the five partners during the project life span.

3.2 NA after Dublin

Here we report the result of the first NA (Fig. 2) showing with a pictorial the "VOCIS Project" network operation mode after the meeting in Dublin, for graphic purposes we decided to show the flags of the countries of the five partners involved in the project to mean the partners.

In this first case we can individuate a group on the right: the Caritasverband (DE) and the University of Zadar (HR) which were more involved in the activity related to the optimisation of the O2 product (Diagnosis toolkit) and have had a bigger intensity of communication and collaboration; a medium intensity is shown by the other two partners Antares (IT) and BJC (IE) –both between them and with the above mentioned partners- which also contributed to the activity with the national interviews and started their own tasks.

All the five partners have had, at that time, very strong links with the co-ordinator, the Caritas Luxembourg (LU), which is in a centric position among the two groups. This figure reflects the perception of each partner, but *a posteriori* we can say that it was a true representation of the working environment within the network.
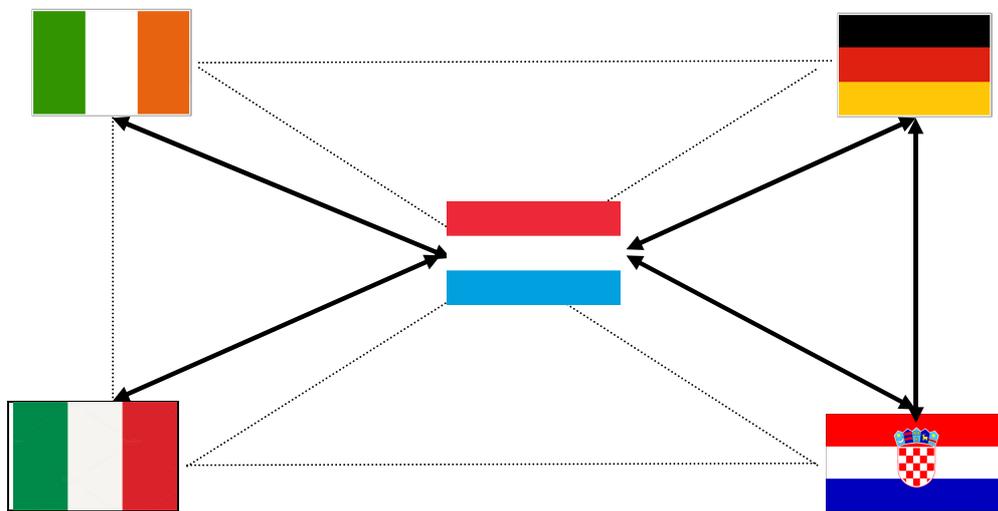
Fig. 2 VOCIS Project Network before the meeting in Dublin (a pictorial sketch)

3.3 NA after Zadar

Also after the meeting in Zadar we performed a second exercise of the Network Analysis within the partnership.

Here we report the result of the second NA showing with a pictorial the "VOCIS Project" network operation mode after the meeting in Zadar, for graphic purposes we continue to show the flags of the countries of the five partners involved in the project to mean the partners (Fig. 3).
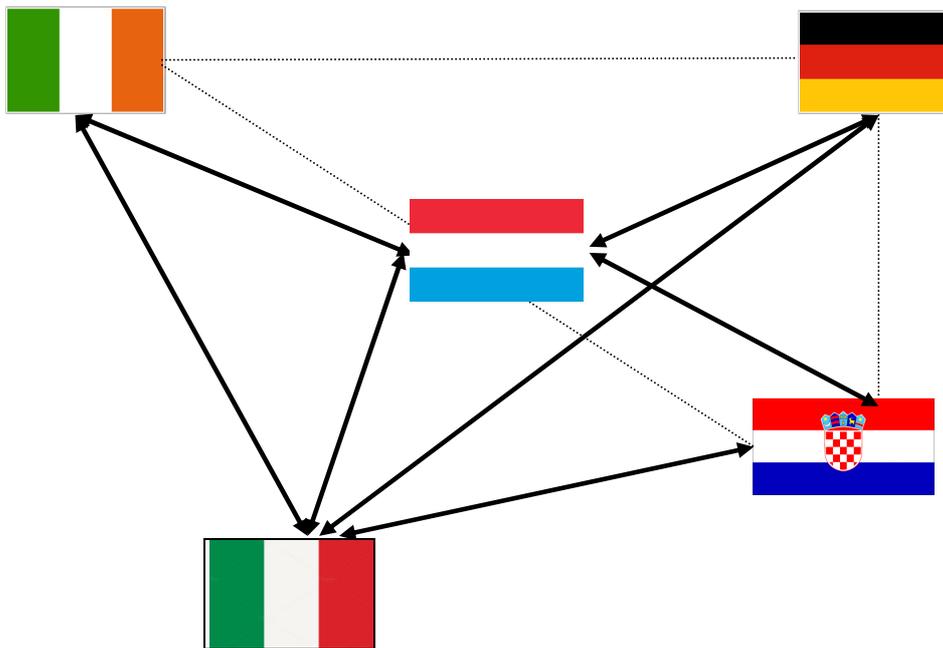
Fig. 3 VOCIS Project Network before the meeting in Zadar (a pictorial sketch)

In this second case we can individuate two main attractors with whom there were strongest links: Caritas Lux (both as Coordinator and as Lead partner for O7) and Antares (IT) as lead partner for O9.

This reflects the dynamics of the last period of the project; on one hand there were the linkage of O4 with O5 that has to be completed (and this is why the collaboration between Antares (IT) and BJC (IE) become stronger), while O2, O3 and O4 were definitively completed (less strong the intensity between Caritasverband (DE) and the University of Zadar (HR)). On the other hand there were stronger links of all the partners with Antares (IT) as the writing up and the feedback of the Internal Interview and of the Indicators required more frequent exchange of mails and files and there were very strong links with the co-ordinator, the Caritas Luxembourg (LU), which was coordinating also the writing up of the book (O7) and the organisation of the final Conference.

We can say that this simple tools reflects what was occurring to the partnership in the final rush to complete successfully all the task and the VOCIS project itself.

4. Internal Interview

4.1 Internal Interview - rationale

Here we summarize the major finding of the Internal Interview which was presented during the meeting in Zadar (June '17) and the answers were collected during July '17. It is important to remember that while O2, O3 and O4 were completed, O5, O6 and O9 were in progress and O7 was implemented only for the general framework.

The main aims of this interview were: 1) to give a sort of snap-shot of the work done up the present (June/July '17); 2) to show how the work is going on for the last 6 months when we asked all the partners to rush in order to comply with the final date of the project; 3) to better understand the satisfaction and the involvement of each partner in the several done and to do activities.

The result, as it will be easy to see below, was very interesting and show how the partnership overcomes some little problems at the very beginning of the project (delay for O2, change of coordinator), copes with the two main constrains of the project (delayed starting and shortage of the resources) and is targeted to a successful conclusion of VOCIS project. It will be possible also to understand some of the strengthen and weak points as perceived, by the partners and how the partnership is organising the dissemination & sustainability activities.

We decided to summarize the different contributions, avoiding to indicate the author of each single comment, in order to report the general feeling of the partnership on the different topics . Below is reported only the main questions (who is part of the general interviews) without the detailed specification you can find in Ann. 3.

4.2 Internal Interview - report of the results

Here we report in a synthetic way all the questions and the answers; the result of this tool was precious to understand the internal evaluation of the partners for the products already done and their engagement for the work to do in the last months and after the end of the project. We abstracted some of the contents of this report to support the work of IO7 – Vocis@hand.

1. How the VOCIS project has been developed till now, in your opinion?

Over the past year, the project partners have been working together and independently through the various IOs ensuring that the material developed is to the highest standard. The first meeting in Rome was very positive and productive and the actions agreed were carried out in the following months. The project co-ordinator changed shortly after the meeting and the new project co-ordinator was appointed and quickly brought up to speed. During the first six months of the project, a lot of work was done by all the partners to test the first proposal for O2 planned by Caritas Borken and then by University of Zadar to analyze the finding and to come out with the final complete version of O2 which was approved during the meeting in Dublin.

At the second transnational meeting in Dublin, there was some confusion around decisions that had initially been made and how best to progress things to keep the project on track and ensure that the contractual requirements for the project were met. But a large a open discussion brings the partnership to suitable agreement, a modified time table and a full awareness on the next steps.

The development of IO3 followed the assumption, that specific exercises would be needed to train the different dimensions, identified by IO2, the diagnostic toolkit and central IO and leading concept within the VOCIS project. In so far both IO's are closely interconnected, as the goal of both is, to support the development of self-regulative skills where there demand is identified. As the theoretical background of IO2 was taken from different schools (e.g. social psychology, personality psychology, systemic therapy, hypnotherapy, mindfulness-training, naikan), we find this multi-disciplinarity in IO3 again. The different exercises are mostly well established in the field of coaching, counseling, psychotherapy and training and were taken from different professional approaches. In the first long version, done by Caritas Borken, a list of over 50 exercises was taken into the pool.

During the second TNM in Dublin it was decided to reduce the list – and the difficulty of choice - and offer the user three qualified exercises per dimension, which makes a list of 24 all together. The testing in the partner countries showed, that on the one hand a lot of the exercises are beneficial for self application but some would need a guidance by a qualified or experienced trainer or coach. On the other hand complexity should be reduced for the user's choice. This was discussed during the third TNM in Zadar and brought the decision, that the 24 exercises should

be marked with different signs that the users finds out, in how far an exercise is to be used by self application or should better be trainer guided.

The third transnational meeting in Zadar afforded the opportunity to review the materials and plan out the training modules and what was required for the virtual classroom. All in all, the project has developed a good partnership with good working relationships between partners and excellent material that can be used by practitioners; the process, the results, the management by the coordinator and the cooperation within the project team are in a very good state.

The project is developing according to the planned activities. At this point all intellectual outcomes related to development of diagnostic tool, piloting modules in Continuous VET and Initial VET are successfully completed. All partners successfully finish their part of the project activities according to their primary jobs and field of expertise.

2. **Please state the <u>first three strength points</u> of the VOCIS project and specify your considerations**

   1. Excellent working relationships between partners. All partners have ensured that the work was completed on time and to the highest standard. Project team experts come from different fields and institutions. We point this as great advantage. Within the project, a team of experts from an interdisciplinary field has developed and this is an excellent opportunity for cooperation and learning from others. The experts working in different institutions and practice can very much contribute to reach multiple perspectives approach.

   2. The Methodology and Tools developed – again these are practical resources that can be used by all professionals during and after the project is complete. Developed material can be used individually or in organizations: Organisations should give support to the professionals in the field, but even when organisations fail to do so, individuals can use the VOCIS material on their own.

   3. The third advantage is fact that different target groups were included as parts of the project. According to that all groups have new insights in the field of theory of self-regulation as well as in practice how to increase self-regulation

(but as well as self-concept and personal development) of those groups. An overall positive and open approach was performed: learning is not about weaknesses to overcome, but a continuous process of development. It is possible to start for any position anytime – today!

3. Please state the <u>first three weaknesses points</u> of the VOCIS project and specify your considerations

I.   The reduction of the originally planned budget and time in the application brought some professional limitations in respect to the psychological goals, that I regret. Then less than two years are too short a period to gain quantitative understanding of the influence of VOCIS tools and it was difficult for all partners to complete the required numbers for the testing due to the timing of the material being ready and the deadlines for completion.

II.   In comparison with former projects, I feel that the reduced number of meetings does not allow a profound discussion and common development – content stems from the IO responsible and feedback comes largely by e-mail. The quality of collaboration is not the same, also if we do all to overcome this weakness.

III. The project application contains elements that are not dependant on the partners – it is increasingly difficult to find people contributing without contract; then if there were more economic resources maybe better would be to develop some multimedia applications (smartphone applications, videos, etc.) for working with different groups.

4.   What do you think of the <u>VOCIS web site</u>?

The VOCIS website is a bright user friendly site which clearly outlines what VOCIS is about. The tabs makes it very easy for the user to quickly find the information, methodologies and tools that they are looking for and clear guidelines on how to progress through each step. The introduction of the links to the virtual classroom will also be very beneficial to the end user.

The project web site meets the criteria of modern website design. The site contains all the categories agreed in the team's working meetings. The content set up on the web page is sufficiently informative and appropriate to the average user. One of the advantages is the system of direct scoring of results obtained through the VOCIS DT.

5. O4 - VOCIS Peer Counseling

This piece of work was initially difficult as there was some confusion around the differences between peer counseling and peer support. Once this was clarified, it became easier to complete the framework and guidelines. However, it was not always easy to get feedback from the other partners in a timely manner.

The VOCIS Peer Coaching model has been developed within IO4 of the VOCIS partnership. Initial research and ideas for the model were presented by Ballymun Job Centre (BJC) to partners at the 2nd TNM in Dublin on October 12th 2016. The presentation was used to gain feedback from partners on possible improvements for the model as it was then presented. BJC continued to develop the model in more detail with numerous stages of feedback from partners through email. As feedback was received the appropriate edits and changes were made in the model and guiding document. In May 2017 the project partners were happy that the model met all necessary criteria and the final document was dispersed for testing. The requirement of the project application was to test this model with 100 participants, we were able to involve more people in the testing phase.

After the testing phase the evaluations that have been submitted so far and the following themes were identified:

- Overwhelmingly positive, only small changes need to be made

- Much of the feedback referred to the Diagnostic Toolkit and Website

- More succinct explanation of self-regulation needed

- More prompts on how to avoid a group getting off topic

- Group needs to run a number of times to be truly useful

These themes were presented to the project partners at the 3rd TNM in Zadar on June 16th 2017. A discussion regarding these findings and the partners own experience with the tool took place and it was agreed that BJC would incorporate these changes and any other themes that arise from further evaluations. As every partner used his way to present his material, the documents have no common

graphic identity; this point will be solved during next months. The document will continue to be adapted as appropriate for groups in order to ensure the best quality product is released on the VOCIS website for users. Incorporating critiques and findings from the participant evaluations are important to this ongoing process.

6. O5 - VOCIS Continuous VET

As planned in the Project application, O5 – Continuous VET was aimed to offer a methodological and pedagogical framework for continuous vocational education and training (CVET) of the Inner-Self. The final training program realized by Antares is composed of 3 different modules and includes methods and contents especially relevant for professionals in management and/or middle-management, teaching and training positions.

More specifically, the IO5 VOCIS CVET aims to promote competencies to
- Understand the VOCIS Coach model at its core
- Understand the opportunities offered by the role of the coach
- Get an overview of the methodologies involved in coaching
- Know the tools proposed by and in the VOCIS Project
- Experiment tools in the protected environment of the formative setting of the modules
- Treasure all aspects of reflection, experimentation and evaluation of the course's experience through peer-to-peer comparisons.

The basic approach adopted from VOCIS model was that acting as a coach is a key competence nowadays for people working with people in any sector of activities. So, it is important they get aware of how relevant is the learning circle: Information, Reflection, Practical application, Learning Assessment.

The IO5 work will be completed in the next months; it will be based on the involvement of the participant in the VOCIS framework. Specifically, during the CVET Program, participants are invited to fill the Diagnostic tool kit (Vocis IO2) and, after getting personal results, to examine the "Developing self-regulation skills (IO3 Individual Coaching), Collection of exercises", and select exercises to improve self-regulation dimensions they could better manage as coaches. They are also trained to examine and try Peer coaching materials (IO4). In this way, the CVET Program will use and diffuse the whole resources developed by VOCIS project.

No particular difficulties are foreseen to complete in time this IO.

7. O6 - VOCIS Initial VET

The task will be developed by the University of Zadar as they have a higher education curriculum with the aim of encouraging the development of certain self-regulation skills in students. The theoretical framework for the development of the higher education program stems from the theoretical model developed within the VOCIS project, which considers Inner Self as a dynamic structure. It was presented and approved during the meeting in Zadar.

The Higher Curriculum is based on a combination of individual approach and professional guidance of teachers in the process of development and self-regulation of learning. It will be divided into three units/modules that more closely observe the specifics of personal and professional development of students:

1. Activate yourself

2. Know yourself

3. Optimize yourself

Pilot Project for the Initial Education and Development of Skills of Self-Regulation was realized by experts from the University of Zadar who are involved in the VOCIS project. For specific topics within the module, other teachers will be engaged.

8. O7 – VOCIS@hand

During the meeting in Zadar it was decided the index of the book VOCIS@hand; Fondation Caritas Luxembourg will be the leading organization. It will organize the work for the next months. A very tight schedule has been announced for the publication and because of different reasons we are late. The problem is solved by moving from a serial connection to a parallel connection: now one author is waiting for the material to write her contribution which will be added later, the language reviewer is starting with texts that we hope will not be touched anymore or only slightly, the reviewers will get the text without the language correction. This is complicated for the editor to get it all together but at least it can put us back on track in relation to the deadline.

The co-ordinator will split all contributions in order to get the first material for the beginning of September, after the language review and the stakeholders' suggestions a first complete draft will be ready for mid October, in order to be on time for the final edition of 500 copies of Vocis at Hand a couple of weeks before the planned final conference in Luxembourg.

At this point, we do not see any difficulties that could lead to the failure of this task.

9. O9 - VOCIS Quality System

A complex and wide activity was done by Antares in order to cope in a suitable way with this IO. The QS Plan was adopted during the first meeting in Rome and was updated during the project up to the IV edition (may 2017) which was presented during the meeting in Zadar.

As stated in our QS Plan: "The QS activities will be inspired by a concrete and supportive approach, avoiding, when possible, all bureaucratic superfluity. The VOCIS partnership agrees on the following criteria:

a) clear goals to be achieved in reasonable time;
b) precise definition of the tasks for each participant, avoiding misunderstanding;
c) as complete as possible adherence to the proposal description;
d) acceptance of the ERASMUS+ organizational and administrative rules;
e) large, effective and transparent communication within the partnership;
f) problem solving and helping approach in all possible circumstances;
g) search for quality for all the project activities and IO products;
h) strengthening of the partnership as a common team."

During the project four tools were planned and used for monitoring and evaluation purposes: a) Evaluation Questionnaires; b) Network Analysis table; c) Internal Interview and d) a double set of quail-quantitative indicators. All the partners contributed, using these tools, to an effective result of the work done.

Moreover it was planned a system to mitigate possible risks coming out during the project life span and the conflict resolution procedure. We are proud to say that we never had the need to use these tools, up to now. This means that the partner worked well together with a mutual respect and the real intention to conclude

successfully the project. The only problem arose for the delay after the IO2 process and it was solved with a common engagement in a bigger effort during the last year.

These comment of one of the partner synthesise the partnership feeling on IO9: "At this point, we do not see any difficulties that could lead to the failure of this task. The quality system established in this project is effective and gave good results. Procedures in Quality process is something that we all can apply in future projects."

10. Dissemination

Please explain how do you manage those activities: if there are any difficulties? How do you overcome them? Which were the activities already performed and which will be the next activities?

All the partners are part of a large network. During their work and thanks to specific occasions, they already started to disseminate the first results of the project: to clients, to partners in the network, in lectures as well as in articles and a current publication of a textbook at Springer. One difficulty arose from the short time and the need to rush during the last year to respect the natural deadline of the project, but notwithstanding that, several dissemination activities were performed, mainly from the end of 2016. All ready materials were disseminated to several target group and beneficiary persons (students, teachers, school principals and professionals). When the project will be ended a specific plan for the dissemination of VOCIS@hand to different groups is foreseen.

11. Do you see any future developments of the project results in your Country?

Of course, the project will be implemented in some additional high school and university curricula. Students and other groups have shown interest in using developed materials as well as to implement those materials in their further work. Therefore, we will try to distribute materials to more as possible addresses.

There are other target groups (cf VOCIS@hand) that would benefit from the materials, also with some adaptations of the same. Maybe it could even benefit more than one group at the same time. For example, if the Ministry of Education decides that it should be part of the curriculum for non-formal education, than the professionals would anyway go to trainings and experience the benefits for themselves before being themselves coaches for children.

For specific plans and suggestions, see below in the point 13.

12. Can you mention the <u>principle three results</u> of the VOCIS project and specify why you are satisfied with them?

First, development of VOCIS DT – new, brief and accurate way of measurement of self-regulation.

Second, collaboration with different national teams. Finding some possible solutions for further improvement of collaboration.

Third, great number of included subjects. It is possible of distribute materials to subjects of different nationalities and different educational background.

13. Any suggestions for future applications?

The next step VOCIS partnership has in front is to disseminate and implement the valuable products realized during the project life span and to understand if there are concrete opportunities for further research and development. During the meeting in Zadar the partnership decided to take care of the sustainability after the end of the project. The co-ordinator will care for the next two years of VOCIS web site, all the partners will distribute the Vocis at Hand book to specific experts and organisation in order to improve the knowledge of VOCIS products; some of the partners will use the new tools directly in their daily work. Some suggestions for new projects were presented.

- A first possibility is to plan a new KA2 project including new partners in different EU countries to disseminate the VOCIS products, to work together with the new partners in order to optimize these products exchanging the good practices already existing in these countries.
- A second development opportunity could be related to the two weakest groups of school students: the migrants, refugees and asylum seekers (M/R) and the pupils with higher possibilities to become early school leavers (ESL).
- Another area strategic for nowadays society is the group of elder (more than 50 years) unemployed workers and workers threatened of unemployment.

After the big crisis of 2008/10 a large number of workers were forced in this uncomfortable situation and with their age they seems to be not more attractive for the labour world.

- Developing some multimedia applications for further distribution of materials, and easier scoring of results.
- To promote VOCIS within the high schools contexts, as our tools were highly appreciated by the school teachers involved in the various test phases; they stressed that these tools could be useful both to foster the reflective approach in the young students and as a self-regulation tool against the stress, but also as a training methodology for the teachers.

5. Indicators

5.1 Indicators - rationale

The indicators are a very useful tool to monitor the reaching of the various project goals and to assess the satisfaction for the produced tools; during the first meeting in Roma a first group of indicators was introduced, mainly related to the "numbers" already foreseen in the proposal (i.e. number of testers for each IO, number of books to be printed, etc.); then, during the meeting in Dublin, after the proposal of the QS co-ordinator, we decided to organize the indicators in two sets: one targeted to the management & implementation process (including the impact) and one to the contents (including somehow the evaluation on the products).

These indicators were selected with the SMART criterion, as stated in the QS Plan, and organized in the two sets attached, with their final result in Annex 4a (50 indicators for Management & Implementation) and 4b (43 indicators for IOs contents). Some of them are "quantitative" (52 in total; 21 plus 31 in the two sets) as they preset a number to be reached during the project (i.e. all those foreseen in the proposal and other like nr. of experts for the implementation of a specific IO, nr. of involved organizations, minimum number of answer to each Evaluation Questionnaire, maximum number of risk solved, etc.). The other are "qualitative" (41 in total; 29 plus 12) with a score from 1 to 5 (5 is the maximum) and they were calculated after the Evaluation Questionnaires or decided with a vote during the last two partnership meetings (Zadar and Luxembourg).

5.1 Indicators – general analysis

Looking at the two annexes, the first evident thing is that all the achieved results (numbers for quantitative indicators, scores for qualitative) are higher than the foreseen results (seventh column in the two tables), if not six of them which are the same (5, 25, 39, 48, XXII and XXVIII) and are mainly numbers fixed in the proposal, and only one (41 – participants to the final conference) is lower. This gives us a first general positive impression, as it means that the effort of the partners was higher than the foreseen to get successful results.

Is not the case to analyze each one of the 93 indicators put in place, but we want to stress some of them, as we think they are the most important to understand if the process to complete the project was suitable, if the quality of the IOs was satisfactory and if the impact was not negligible.

For the project process we start from the "satisfaction of participants after project meetings" (7,8,9 and 10) and the "level of communication within the partnership" (11, 12 and 13): all the scores were highly than the foreseen one, so we can conclude that there was a general satisfaction for the meetings and the internal communication, this is confirmed also by the indicators on the communication (14 to 17). The project management, the administrative aspects and the organisation of the meetings (18 to 23) were also well considered. Also for the quality (24 to 33), both the number of people answering the EQs and the scores for the tools and the findings were all positive. Last, but perhaps the more important, we noticed the maximum score for the "Absence of noticeable conflicts among partners" (ind. 4) and we didn't ever need neither to implement the mitigation of risks (ind. XXXIX-XL), nor to start the conflict resolution procedure (ind. XLI); this is a proof of the good feeling among the partners, confirmed by the high score (4,80) at the indicator 50 - "interest of the partners to continue the work together".

Speaking of the quality of the IOs, the first thing to stress is that the partners unanimously approved the maximum score for the indicators summarizing the evaluation of each single product of the seven IOs (V, X, XV, XXI, XXVII, XXXI and XLII). Then for IO2 and IO3 we have had the larger number of people testing our first version of the tools (respectively ind. III – 128 participants and VII – 179); for IO4 the larger number of involved organizations (ind. XIII) during the tool production (16 against the foreseen 10); for IO5 and IO6 one more module realized (ind. XIX and XXV); for IO7 a larger number of stakeholder invited to read the book draft and to give their suggestion before the printing (ind. XXIX) and for IO9 4 tools used instead of 3 (ind. XXXIII) and 10 recommendations successfully implemented instead of the foreseen 6 (ind. XXXV). At the end of the partnership meeting in Luxembourg, all the participants were asked to give their vote on the last indicator (ind. XLIII - Partnership satisfaction for the final version of the IOs); the average score was 4,60. This is not in contrast with the score for each IO product; there was the awareness that, compatibly with the resources and the time of VOCIS project, it was done the best by all the partners and the final products are fine, interesting and ready to be used by all the institutions, organizations, single people who wants to profit of

them, but we also were aware that in the future something more will be done to optimize the various products.

The last dimension we want to consider in this analysis is related to the impact of VOCIS project. We start from the number of users and stakeholders contacted for the project (ind. 36); they were 1650 (against the minimum number of 500, foreseen during the meeting in Rome); 391 of them were involved during the project life span for the IO production (ind. 1 – against the foreseen 250). As we said before, unfortunately we have had a lower number of participants to the final Conference (ind. 41 – 25 against 100), notwithstanding the big effort of Caritas Lux.: more than 500 invitations and 49 press contacts (ind. 37 – against the minimum of 10); but a very good, and unexpected, answer come from the social media: 5696 number of contacts through social networks –Facebook and Twitter- calculated at mid January 2018 (ind. 38 – against the foreseen 500).

Another important data comes from the indicator 35: the five partners performed in their countries 76 dissemination activities (ranging from circulation of VOCIS Brochure, presentation of VOCIS in other EU project meetings, articles, presentation in workshops and conferences, presentation to the involved and external organization, presentation to some classroom, etc.). Also the previous mentioned higher number of people testing our tools (ind. III, VII, XII, XVII and XXIII), the number of disseminated brochures (ind. 34 – 500 against the foreseen 100), proof a good level of impact, but the last indicators we want to quote are: "improving of partners' internal capacity" (score 4,50); "Extent of the training framework transferability" (score 4,20) and "Feedback on perceived quality/usefulnes of the training material" (score 5,00): they are a valuable proof of the good impact we have had with our VOCIS project.

Evaluation Questionnaire for VOCIS

Comments of …………….. (partner name)   **Filled by……………..…….** (expert name)

In order to give feedback and further information to the project, we would like to ask each of meeting participant to fill in the following questionnaire.

I meeting VOCIS Project in Rome (IT) , 20/22 – 04 – 2016

Please give input on the following general and specific aspects related to the II meeting of VOCIS Project.

General	Vote (1 minimum – 5 maximum)	Suggestions and Comments
– The organisation of the meeting was fine		
– I am satisfied with the quality of my own participation		
– My expectations about this meeting were met		
– I appreciate co-operating with the other project partners		
– Clear understanding of all administrative aspects		
– The extra meeting activities arranged were interesting		

Contents & Methodologies	Vote (1 minimum – 5 maximum)	Suggestions and Comments
– I was satisfied of the outcomes of the meeting		
– Clear understanding of further activities to be realised		
– There was a general consensus on the Diagnosis Toolkit		
– There was a general agreement on project web page for the project		
– There was a general consensus on the QS Plan		
– There was a general agreement on the main activities to be realised and on the project timetable		

Thank you for your answers.

VOCIS   Social Network Analysis

VOCIS   Social Network Analysis – COMMUNICATION / COLLABORATION

Please assess the collaboration intensity from the start of the project

put the numbers in the column of your institution

	P1	P2	P3	P4	P6
	Fond. Caritas Lux	Ballymun Job Centre	Caritasverband	Un. Zadar	ANTARES
Fond. Caritas Lux					
Ballymun Job C.					
Caritasverband					
Un. Zadar					
ANTARES					

0 = No Communication/Collaboration; 1 = Low; 2 = Medium; 3 = High

VOCIS
VOCATIONAL TRAINING
OF THE INNER SELF

Erasmus+

Dear partner,

I would kindly ask to dedicate few minutes to read and to answer to the questions below, this could give me the possibility to finalise the evaluation after the first year of the project.

Please after compiling the questions send it in preview at ragnigsfe@yahoo.it

Name of the partner organization:_____

Name of the respondent:_____

4. **How the VOCIS project has been developed till now, in your opinion?**

5. **Please state the <u>first three strength points</u> of the VOCIS project and specify your considerations**

6. **Please state the <u>first three weaknesses points</u> of the VOCIS project and specify your considerations**

7. **What do you think of the <u>VOCIS web site</u>?**

5. O4 - VOCIS Peer Counselling
FORESEEN ACTIVITY

- Developing a methodological framework and guidelines for the moderation of peer counseling sessions around the inner-self and self-direction abilities (BJC)
- Test the material in two groups in each country
- Feedback to BJC for the Final Version

- Translation (adaptation) final version in DE, FR, HR, IT
- Load on the VOCIS website

Please explain how do you manage those activities (for competencies): which were the main difficulties? How do you overcome them? Which were the lesson learned by the experience?

6. O5 - VOCIS Continuous VET
FORESEEN ACTIVITY

- Developing a methodological and pedagogical framework for continuous vocational education and training (CVET) of the inner-self (Antares)

- Developing training modules and training materials (Antares)

- Test the material with professionals in each country
- Feedback to Antares for the Final Version
- Translation (adaptation) final version in DE, FR, HR, IT
- Developing a standard training program in English for a virtual classroom on the VOCIS website (BJC)

Please explain how do you manage those activities (for competencies): which were the main difficulties? How do you overcome them? Which were the lesson learned by the experience?

7. O6 - VOCIS Initial VET
FORESEEN ACTIVITY

- Developing a methodological and pedagogical framework for initial vocational education and training (CVET) of the inner-self (Un. Zadar)

- Developing training modules and training materials (Un. Zadar)

- Test the material with professionals in each country
- Feedback to Un. Zadar for the Final Version
- Translation (adaptation) final version in DE, FR, HR, IT
- Developing a standard training program in English for a virtual classroom on the VOCIS website (BJC)

Please explain how do you manage those activities (for competencies): which were the main difficulties? How do you overcome them? Which were the lesson learned by the experience?

8. O7 - VOCIS Initial VET
FORESEEN ACTIVITY

- Selecting themes and contents for the book (Fon. Car. Lux)

- Submitting a draft version of VOCIS At Hand (Fon. Car. Lux)

- Feedback to Fon. Car. Lux for the Final Version
- Translation core contents in DE, FR, HR, IT

- Load on the VOCIS website

- **Print** 500 copies EN version (Fon. Car. Lux)

Please explain how do you manage those activities (for competencies): which were the main difficulties? How do you overcome them? Which were the lesson learned by the experience?

9. O9 - VOCIS Quality System
FORESEEN ACTIVITY

- Writing up of the Final Report with the description of the whole Qualty process (Antares)

- **Download** on the VOCIS website

Please explain how do you manage those activities (for competencies): which were the main difficulties? How do you overcome them? Which were the lesson learned by the experience?

10. Dissemination
Please explain how do you manage those activities: if there are any difficulties? How do you overcome them? Which were the activities already performed and which will be the next activities?

11. Do you see any future developments of the project results in your Country?

12. Can you mention the <u>principle three results</u> of the VOCIS project and specify why you are satisfied with them?

13. Any suggestions for future applications?

Thank you for your collaboration.

Indicators for Management & Implementation

Indicator	Ind. Target		objective		measure	foreseen results	achieved results	Evaluation (min 1, max 5)
1	Pj target	1.a	involvment of individuals		nr. of involved exp. (coaches, trainers, teachers, students)	250	391	
2		1.b	Involvment of organisation		nr. of involved org. (providers, associations, schools)	10	32	
3	Pj partnership	2.a	Co-operation among partners	2.a.1	Confidence in working together	min 3,5		4,20
4				2.a.2	Absence of noticeable conflicts among partner	min 3,5		5,00
5				2.a.3	Nr. of partners' meetings (attend-ed by partners)	4	4	
6				2.a.4	persons participant meetings	36	43	
7		2.b	satisfaction of partici-pants after the project meetings	2.b.1	Aver. after Rome	min 3,5		4,83
8				2.b.2	Aver. after Dublin	min 3,5		4,52
9				2.b.3	Aver. after Zadar	min 3,5		4,40
10				2.b.4	Aver. after Lux.	min 4,0		4,59
11		2.c	level of communication within the partnership	2.c.1	Aver. after Dublin	min 3,5		3,60
12				2.c.2	Aver. after Zadar	min 3,5		4,00
13				2.c.3	Aver. after Lux.	min 4,0		4,55
14	Pj Com-munication	3.a	Communication with NA			min 4,0		5,00
15		3.b	Communication with Coord.			min 4,0		4,50
16		3.c	different typologies of tools			min 4,0		4,30
17		3.d	effectiveness of communication			min 4,0		4,50

18	Pj Manag.	4.a	Updating repository			min 4,0		**5,00**
19		4.b	Reports	4.b.1	Interim Report	min 4,0		**5,00**
20				4.b.2	Final Report (draft)	min 4,0		**5,00**
21		4.c	Adm. Aspects	4.c.1	Complying with adm. Aspect	min 4,0		**4,26**
22				4.c.2	proper use of economic res.	min 4,0		**5,00**
23		4.d	Organisation of Pj. Meetings			min 4,0		**5,00**
24	Pj Quality System	5.a	Quality Plan (approval)	5.a.1		min 3,5		**4,50**
25			QS Committe (nr. Members)	5.a.2		5	**5**	
26		5.b	Eval. Questionnaire (involvment)	5.b.1	Ans. to Ev.Q. Roma	5	**10**	
27				5.b.2	Ans. to Ev.Q. Dublin	5	**9**	
28				5.b.3	Ans. to Ev.Q. Zadar	5	**9**	
29				5.b.4	Ans.to Ev.Q. Lux	5	**8**	
30		5.c	Network Analysis (satisfaction on comm. and coop.)	5.c.1	Answers to N.A. Dublin	min 3,5		**4,00**
31				5.c.2	Answers to N.A. Zadar	min 3,5		**4,30**
32		5.d	Internal Interview (satisfaction on results)		Completion after Zadar	min 3,5		**4,50**
33		5.e	Set of Indicators (fine tuning monitoring)		Completion during and after Lux	min 4,0		**5,00**
34	Disseminatio	6.a	Brochure			min 100 cop.	**500**	
35		6.b	Performed Activities in the 5 countries			40	**76**	
36		6.c	umber of users and stak holders contacted for the project			500	**1650**	
37		6.d	dissemination media	6.d.1	Press contacts	10	**49**	
38				6.d.2	Number of contacts through social net.	500	**5696** (mid I/'18)	
39		6.e	nr of printed books	6.e.1		500	**500**	

40			nr of disseminat-ed "VOCIS @ Hand"	6.e.2		200	**350**	
41		6.f	nr of participants in the final Conference			100	**25**	
42		6.g	Impact on target group & stakeholders	6.g.1	improving of partners' internal capacity	min 3,5		**4,50**
43				6.g.2	Extent of the training framework transferability	min 3,5		**4,20**
44				6.g.3	Nr. Of target group & stakeholders contacted	400	**736**	
45				6.g.4	Feedback on quality/usefulnes of the tr. material	min 3,5		**5,00**
46	PJ Sust.	7.a	Agreement on the sustainability plan			min 3,5		**4,20**
47		7.b	Web page alive		Period to ensure web page opening maintenance	min 1 year	**2 year**	
48					partners contribu-ting to the web page periodical refresh	5	**5**	
49		7.c	nr. of explicit interest from external org.			10	**24**	
50		7.d	interest of the partners to continue the work together			min 3,5		**4,80**

Indicators for IOs Contents

Indicator	Ind. Target		objective		measure	foreseen results	achieved results	Evaluation (min 1, max 5)
I	O2 - Diagnostic Toolkit	I.a	involvment of individuals	I.a.1	number of VOCIS experts working to set up the Diagnostic Toolkit	7 (2 DE, HR + 1 each)	8	
II				I.a.2	nr. of involved experts (coaches, trainers, teachers) for implementation	50	78	
III				I.a.3	number of tester for the Diagnostic Toolkit	100	128	
IV		I.b	involvment of organisations		nr. of involved org. (providers, associations, schools)	10	12	
V		I.c	evaluation		Quality evaluation of O2 product	min 4,0		5,00
VI	O3 – Individ. Coaching	II.a	involvment of individuals	II.a.1	number of VOCIS experts working to set up the Individual Coaching	6 (2 DE + 1 each)	8	
VII				II.a.2	Nr. of people involved in the Indiv. Coaching testing	100	179	
VIII		II.b	involvment of organisations		nr. of involved org. (providers, associations, schools)	10	14	
IX		II.c	tecnical characteristic		number of exercises	20	25	
X		II.d	evaluation		Quality evaluation of O3 product	min 4,0		5,00
XI	O4 - Peer Counselling	III.a	involvment of individuals	III.a.1	number of VOCIS experts working to set up the Peer Counseling	6 (2 IE + 1 each)	9	
XII				III.a.2	number of people involved in the Peer Counselling	100	121	
XIII		III.b	involvment of organisations		nr. of involved org. (providers, associations, schools)	10	16	
XIV			tecnical characteristic		consistence of the tool for beneficiaries	min 4,0		4,75

XV		III.d	evaluation		Quality evaluation of O4 product	min 4,0			**5,00**
XVI	O5 - Continuos VET	IV.a	involvment of individuals	IV.a.1	number of VOCIS experts working to set up the Continuos VET	7 (2 IT & IE + 1 each)	**8**		
XVII				IV.a.2	number of people involved in the internal testing of C-VET	100	**108**		
XVIII		IV.b	involvment of organisations		nr. of involved org. (providers, associations, schools)	10	**14**		
XIX		IV.c	tecnical characteristic		number of modules realised	**2**	**3**		
XX		IV.d	evaluation	IV.d.1	Effectiveness of the virtual class	min 4,0			**4,30**
XXI				IV.d.2	Quality evaluation of O5 product	min 4,0			**5,00**
XXII	O6 - Initial VET	V.a	involvment of individuals	IV.a.1	number of VOCIS experts working to set up the Initial VET	7 (2 HR & IE + 1 each)	**7**		
XXIII				IV.a.2	number of people involved in the internal testing of I-VET	25	**35**		
XXIV		V.b	involvment of organisations		nr. of involved org. (providers, associations, schools)	5	**7**		
XXV		V.c	tecnical characteristic		number of modules realised	**2**	**3**		
XXVI		V.d	evaluation	IV.d.1	Effectiveness of the virtual class	min 4,0			**4,30**
XXVII				IV.d.2	Quality evaluation of O6 product	min 4,0			**5,00**
XXVIII	O7 - VOCIS at Hand	VI.a	involvment of individuals	VI.a.1	number of VOCIS experts working to set up Vocis@hand	6 (2 Lux + 1 each)	**7**		
XXIX				VI.a.2	number of key stakeholders asked for pre-read	2	**3**		
XXX		VI.b	tecnical characteristic		number of pages	100	**100**		
XXXI		VI.d	evaluation		Quality evaluation of O7 product	min 4,0			**5,00**
XXXII	O9 - Qualty System Plan	VII.a	Quality Plan (updating)		Updated versions of the Qs Plan	3	**4**		
XXXIII		VII.b	Quality Interim report	VII.b.1	number of QS tools	3	**4**		

XXXIV				VII.b.2	number of VOCIS experts contributing to the QS I. Rep.	6 (2 IT + 1 each)	**10**	
XXXV				VII.b.3	Nr. Of Reccomendations (successfully implemented)	6	**10**	
XXXVI		VII.c	Quality Final report	VII.c.1	Quality System Final report (pages)	30	**65**	
XXXVII				VII.c.2	number of VOCIS experts contributing to the QS F. Rep.	6 (2 IT + 1 each)	**7**	
XXXVIII				VII.c.3	Partnership satisfaction for the QS Final Report	min 4,0		**5,00**
XXXIX		VII.d	Risk Mitigation	VII.d.1	number of risks individuated	Max 3	**0**	
XL				VII.d.2	number of risks solved	Max 3	**0**	
XLI				VII.d.3	Conflict resolution procedure adopted	Max 2	**0**	
XLII		VII.e	evaluation		Quality evaluation of O9 product	min 4,0		**5,00**
XLIII	Overall		Satisfaction for the produced IOs		Partnership satisfaction for the final version of the IOs	min 4,0		**4,60**

Your feedback to

VOCIS – Vocational Training of the Inner Self

Materials concerning Individual Coaching (IO3)

Personal details

Your coaching activities are

☐ your main profession ☐ embedded in your professional activities

Your Gender

☐ Men   ☐ Women

Your Age

☐ <30   ☐ 31-40   ☐ 41-50   ☐ 51-60   ☐ 60<

Your Training as a Coach

☐ no training   ☐ further education   ☐ diploma

Main groups of your usual coaching activities?

☐ Trainers   ☐ Teachers   ☐ Coaches   ☐ Professionals   ☐ Students

☐ Unemployed people ☐ Other:…………………………………………………...………………

Please note that this survey is anonymous. If you have any questions regarding the materials or the questionnaire, please contact:

Name   First name:

Tel.   E-mail

Feedback to VOCIS – Individual Coaching

Date (Day/Month/Year):

Country:

🌀 1. Please describe your experience with the toolkit and the exercises!

……
……
……
……
……
……

🌀 2. In your opinion, what are the key strengths of the toolkit and exercises?

A……
B……
C……

🌀 3. What are the main weaknesses, on the opposite?

A……
B……
C……

🌀 4. How clear and user friendly are the materials?

Very high	*5*	*4*	*3*	*2*	*1*	*Very low*
	☐	☐	☐	☐	☐	

Any comments?

……
………………………………………

🌀 5. Which group(s) do the participants belong to?

☐ Trainers   ☐ Teachers   ☐ Coaches   ☐ Professionals   ☐ Students

☐ Unemployed people ☐
Other:………………………………………………..……………………………………………………

Your feedback to

VOCIS – Vocational Training of the Inner Self

Materials concerning Peer Coaching (IO4)

Personal details

Your coaching activities are

☐ your main profession   ☐ embedded in your professional activities

Your Gender

☐ Men   ☐ Women

Your Age

☐ <30   ☐ 31-40   ☐ 41-50   ☐ 51-60   ☐ 60<

Your Training as a Coach

☐ no training   ☐ further education   ☐ diploma

Main groups of your usual coaching activities?

☐ Trainers   ☐ Teachers   ☐ Coaches   ☐ Professionals   ☐ Students

☐ Unemployed people ☐ Other:…………………………………………………..………………….

Please note that this survey is anonymous. If you have any questions regarding the materials or the questionnaire, please contact:

Name   First name:

Tel.   E-mail

Feedback to VOCIS – Peer Coaching

Date (Day/Month/Year):

Country:

1. Please describe your experience with the materials!

………
………
………
………
………
………………………………………………………………………………………

2. In your opinion, what are the key strengths of the materials?

A ……

B ……

C …….

3. What are the main weaknesses?

A ……

B ……

C …….

4. How clear and user friendly are the materials?

Very high	*5*	*4*	*3*	*2*	*1*	*Very low*
	☐	☐	☐	☐	☐	

Any comments?

………

5. Which group(s) do the participants belong to?

☐ Trainers   ☐ Teachers   ☐ Coaches   ☐ Professionals   ☐ Students

☐ Unemployed people ☐ Other:………………………………………………………………………………………………

Your feedback to

VOCIS – Vocational Training of the Inner Self

Vocational education and training (CVET) Program (IO5)

Personal details

Your coaching activities are

☐ your main profession   ☐ embedded in your professional activities   ☐ interest to develop

Your Gender

☐ Men   ☐ Women

Your Age

☐ <30   ☐ 31-40   ☐ 41-50   ☐ 51-60   ☐ 60<

Your Training as a Coach

☐ no training   ☐ further education   ☐ diploma

Main groups of your usual coaching activities?

☐ Trainers   ☐ Teachers   ☐ Coaches   ☐ Professionals   ☐ Students

☐ Unemployed people ☐ Other:………………………………………………...…………………

Please note that this survey is anonymous. If you have any questions regarding the materials or the questionnaire, please contact:

Name   First name:

Tel.   E-mail

Feedback to VOCIS – CVET

Date (Day/Month/Year):

Country:

🌀 1. Please describe your experience during the training:

……
……
……
……
……
……
……………………………………………………………………………………

🌀 2. In your opinion, what are the key strengths of the training programme?

A……
………..……………………………………………………………………………………………………….

B……
…………..………………………………………………………………………………………………………

C……
…………..………………………………………………………………………………………………………

🌀 3. What are the main weaknesses?

A………
…….

B……
…………..………………………………………………………………………………………………………

C……
…………..………………………………………………………………………………………………………

🌀 4. What are the main opportunities you can see in the training programme?

A………
…….

B……
……………..………

C………
……………..………

🌀 5. And what the main threats?

A……
……………..……………………………………………………………………………………………………

B………
……………..………

C………
……………..………

🌀 6. How clear and user friendly are the materials?

	Very high	5	4	3	2	1	*Very low*
		☐	☐	☐	☐	☐	

Any comments?
……
………

🌀 7. Which group(s) do the participants belong to?

☐ Trainers   ☐ Teachers   ☐ Coaches   ☐ Professionals   ☐ Students

☐ Unemployed people ☐ Other:………………………………