

VOCIS

QUALITY SYSTEM

PLAN

1. The Quality System

The quality system for a complex project is not only an added product, or a “thing we must do”; it is a strategic tool to manage the complexity of the project. We remember when Prof. Antonio Ruberti, former EU Minister for Research, used to stress: “if you are carrying out a project, it is important to allocate 5/7% of the resources on the monitor & quality system”. It is a part of the project, not an addendum or a side facility.

Our VOCIS project, like all the other of this type, is at the very beginning a beautiful idea to be arranged in a set of actions which will be able to produce suitable outputs. The monitoring and quality activities of a project have the main aims to:

- a) verify that the planning and the development of the project activities are in compliance with proposal statements;
- b) help the process to create a real partnership starting from the cooperation of different entities which have to work together;
- c) assess the engagement of all the partners in the project and their ability to cope with the foreseen tasks, in order both to respect the timetable and produce valuable outputs;
- d) evaluate the quality of all the products that the project will offer to the public, in order to get the general consensus of the partners on them;
- e) verify the satisfaction and the feeling of the people involved in the dissemination activities of the project.

It is important to spend some words on one of the strategic goals of all the EU projects: to create a team, starting from a group of people coming from different countries. Participating to projects like VOCIS is a great privilege, it is really a stimulating opportunity: during the project life, each of the participants learn one from the other, discover that there are several common behaviors and also that old prejudices have to be deleted. Working together to build and optimize the project products will allow the participants to discover the beauty in working jointly, balancing new knowledge and personal contributes, looking at the focus topics from different perspectives. In one word the partnership become, during the project life span a team. The QS has to help this process in a natural way.

2. System & Tools useful for the IOs offer

The QS in this project is not only intended as a transversal action useful to help the harmonic going on of the project process, but also as an exercise which will be a real support to the IOs. In the double sense to understand during and at the end of each product how it satisfies the foreseen requirements and a high quality standard, in order to be offer to the public and to create a quality process, supported by suitable tools which can be used by all the institutions or organizations which will decide to adopt our product.

For these reasons this plan and the final report will be the final products of one of the Intellectual Objects of the project and will be uploaded on the VOCIS web site in order to offer a good practice to the interested end users and to show how the QS process and tools will be used to support the quality of a possible offer in the area of around the inner-self and self-direction abilities.

In particular we've already planned some questionnaires linked to the products we were working on (Ann 6, 7 and 8). These quality tools were used for the corresponding IO and 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.

3. Quality system approach

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.

4.The Quality System Committee

The Quality System Committee (QSC) will be appointed during the kick-off meeting; it will be coordinated by the Quality Coordinator QC (an expert appointed by Antares) and each partner will appoint 1 expert (Partner Quality Expert - PQE) in charge to manage the QS within the framework of the tasks and activities entrusted to that partner.

Quality Coordinator	Antares	Pietro Ragni
Partner Quality Expert	Fond. Caritas Luxembourg	Danielle Schronen
Partner Quality Expert	Ballymun Job Centre	Julie Mc Cafferty
Partner Quality Expert	Caritasverband	Marijan Renic
Partner Quality Expert	University Zadar	Daliborka Luketic

The QC will participate to all the partnership meetings. The QSC will meet (also if one or more PQE is not present) during all the partnership meeting to exchange data and information and to decide on any important question may arise.

The PQE will collect data and information within his/her institution and transmit them to the QC.

The QSC during the period between two meetings will communicate via e-mail or skype, if needed.

5. Relationship with the Project Coordinator

All the major findings of the QS will be promptly communicated to the Coordinator (and in the case to the involved partners). The QC during the partnership meetings will show the progresses of the QS and the achieved results. In this way there will be a continuous control of the project situation; in any case each 3 months there will be an “intermediate check” both for monitoring and for evaluation.

If any problem will arise during the project ongoing, it will be a task of the QS to solve it as soon as possible; if, for any reason it will become a risk for the project,

there is a procedure to overcome it, helping who has difficulties, managing the topic together with the Coordinator.

6. Quality system areas

The QS will have 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 order to perform this activity with the maximum consensus of the partnership, a set of Project general Qualitative & Quantitative Indicators (PQQI) will be proposed during the kick-off meeting. The use of these PQQIs will help the monitoring and evaluation activity and will give it an objective approach.

Several simple tools will be used during the project life span to get data and information for the QS focusing on the correct execution of the project and on the successful achievement of all foreseen deliverables.

7. Monitoring the project development

The QS activities will operate within VOCIS project to help the Coordinator management and the single partner activities. Taking also in account that the project was simplified by the Luxembourg N.A. we chose a monitoring system on the basis of 3 months, starting from the kick-off meeting in Rome.

After all partnership meetings we will submit a questionnaire to all the participants (Ann. 1). It is a simple questionnaire divided into two main parts: general issues and project's contents and methodologies. This tool will be used throughout the project; there will be four different (for the second part) Evaluation Questionnaire (EQ) editions, one after each meeting (Rome, Dublin, Zadar and Luxembourg) - and it will be 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 tool will be 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 will be required to fulfil the EQ and to insert some relevant comment. The QC will elaborate a report 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.

8. Assessment of the results

This area of the QS is focused on the climate in the partnership and on the compliance of the activities performed by each partner with the foreseen results and time-table of VOCIS project.

To fulfill the tasks the QC will contact each PQE by phone or mail or skype 3 months after each meeting to understand how the partner activity is going, if there are problems or delay, if all tasks are understood, if there are any suggestions. The finding of these “interviews” will be part of the communication of the QC to the next meeting and, of course, if something is particular urgent, it will be communicated in advance to the Coordinator. If some possible conflict is on the landscape, it will be started the procedure in 11.

Moreover, starting from the second meeting a second tool will be introduced: the network analysis table (Ann. 2), which will be used after the two central meetings (Dublin and Zadar).

Only the PQE has to fill the tables for each partner; he/she has to say 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 will prepare a short comment related to the network analysis interpretation.

The aims of this tool are:

- ❖ to understand how the intensity of the communication and collaboration 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 the equilibrium of the work done and the communication and collaboration intensity.

The QS of VOCIS project, activated by these tools, will be 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.

9. Evaluation of the quality of each product

The main aim of this area is to guarantee a homogeneous and high standard quality for all VOCIS products before they will be submitted to the public. Of course in the partnership there are different levels of experience and competence on the various topics of the project, but it is important to share the opinions within the partnership; for this reason VOCIS project will implement an internal quality control of the various project's products via a "consensus procedure".

This implies that, at the end of each IO, each partner will circulate their relevant documents/products to all the other four partners in order to allow a process of validation for each realised document/product. The QSC will be activated starting from the kick-off meeting to examine all relevant material of the project. It will give (after the evaluation of each partner) its suggestion and/or its consensus for the

usage of the document/product. Then the Coordinator will give a final assessment and the approval for publishing the product.

The aims of this procedure are:

- ❖ to test all tools/documents/information build during the project, before submitting them to the end users, in order to avoid mistakes, misunderstandings and non focused items;
- ❖ to realise an internal quality control for the consistence and the full pertinence of all materials realised during the project and to make clear the innovative dimension of them.

10. Impact Assessment

An important section of the project is related to the impact it will produce during its life and after. In this case the assessment has to be done for at least four dimensions:

- ❖ Target groups;
- ❖ End users;
- ❖ Involved organisations;
- ❖ Stakeholders.

The project partnership decided during the second year the dissemination activities and tools to be used to amplify the impact. The QC and the QSC elaborated a suitable set of indicators to capture the impact effectiveness, these indicators are added to the indicator sets (see 11).

11. Risk mitigation

One of the important tasks of the QS activity is to try to avoid the risks which may occur during the project life; in particular our attention was addressed to two different kind of risks: risks related to the project management and risks related to the activities and outputs. A summary of only most important risks we monitored is the following:

- problems in the communication

- not compliance with the foreseen product
- need of more time in completing an output
- conflict on the priorities
- problems in the collaboration among the partners
- inability in doing a specific task
- problems in getting the foreseen number of users/participants
- lack of consensus on the quality of a product.

There is not at the beginning of the activities any direct reference to these risks and we are aware that other kind of risks will arise, also if we hope that no one will be more than a contingency problem. In any case in Ann. 3 we listed them with their probability (esteem), their negative effect degree and the suggested remedial actions.

VOCIS approach will be the prevention of any risk. During the questionnaire and NA tables analysis, during the discussion in the partnership meetings, during the communication among the partners and, in some cases, during a one-to-one chatting all these possible problems will be taken into account and the Coordinator and the QC will help to solve each one during the project life.

The conflict resolution procedure will have two levels:

- ❖ I level - The QSC and the Coordinator will discuss the problem and will suggest possible solutions; if the partner will not accept these solutions or will not be able to cope with them the problem goes to the second level
- ❖ II level – The Coordinator will discuss the problem with the Managers of the other 4 partners and a decision will be taken at simple majority; then the partner has to solve the problem accepting that decision.

12. 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 two sets is attached in Annex 4a (50 indicators for Management & Implementation) and 4b (43 indicators for IOs contents). The results of their application and a general comment on the findings, will be reported on the final QS report.

13. Internal Interview

After the presentation of the Interim Report, in agreement with the Co-ordinator, it was prepared an internal interview (Ann. 5) to be submitted during the III partnership meeting in Zadar (June/'17). 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. The results will be reported on the final QS report.

14. Reports

During all the partnership meeting (starting from the second one) the QC will report all the QS findings during the period from the previous meeting. A short discussion will be promoted by the Coordinator in order to accept the suggestions and to solve immediately any possible problem.

It is foreseen to deliver an intermediate report at the end of Years 1 (internal tool; language English, outcome 1 of the I.O. 9) and a final QS report to show all the ongoing process (partially to be downloaded on the web and/or included in the book; language English, outcome 2 of the I.O. 9).

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 Network Analysis Table

VOCIS Network Analysis - 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 Collaboration; 1 = Low; 2 = Medium; 3 = High

VOCIS Risk Mitigation

Risk	Probability	Negative degree	Remedial Actions
Problems in the communication	M	M	The Coordinator will support the partner; some date are foreseen to strengthen the communication
Not compliance with the foreseen product	M	H	The Coordinator will explain the lack/error; another partner will help for the solution
Needs of more time in completing an output	M	M	Some more time for the partner; a concrete support from another partner
Conflict on the priorities	L	H	The Coordinator will explain the priorities, starting from the proposal
Problems in the collaboration among the partners	L	H	QSC will promote a one-to-one discussion; the Coordinator will speak with both the partners
Inability in doing a specific task	L	H	The Coordinator will suggest possible solutions; moving the task (and the resources) to another partner
Problems in the involvement of the foreseen number of users/participants	M	H	Some more time for the partner; the QSC and the Coordinator will suggest new contact approaches
Lack of consensus on the quality of a product	L	M	Suggestions from QSC and Coordinator; decision of the QSC

Probability / Negative degree - L (low), M (medium), H (high)

VOCIS Indicators

Indicators for Project Management and Implementation

Indicator	Ind. Target		objective		measure
1	Pj target	1.a	involvement of individuals		nr. of involved experts (coaches, trainers, teachers, students)
2		1.b	Involvement of organisation		nr. of involved org. (providers, associations, schools)
3	Pj partnership	2.a	Co-operation among partners	2.a.1	Confidence in working together
4				2.a.2	Absence of noticeable conflicts among partners
5				2.a.3	Nr. of partners' meetings (attended by partners)
6				2.a.4	Nr. of persons participant to the meetings
7		2.b	satisfaction of participants after project meetings	2.b.1	Average after Rome
8				2.b.2	Average after Dublin
9				2.b.3	Average after Zadar
10				2.b.4	Average after Luxemburg
11		2.c	level of communication within the partnership	2.c.1	Average after Dublin
12				2.c.2	Average after Zadar
13				2.c.3	Average after Luxemburg
14	Pj Communication	3.a	Communication with NA		
15		3.b	Communication with Coord.		
16		3.c	different typologies of tools		
17		3.d	effectiveness of communication		
18	Pj Management	4.a	Updating repository		
19		4.b	Reports	4.b.1	Interim Report

20				4.b.2	Final Report (draft)
21		4.c	Adm. Aspects	4.c.1	Complying with adm. Aspect
22				4.c.2	proper use of economic resources
23		4.d	Organisation of Pj. Meetings		
24	Pj Quality System	5.a	Quality Plan (approval)	5.a.1	
25			Quality System Committee (nr. Members)	5.a.2	
26		5.b	Evaluation Questionnaire (involvement)	5.b.1	Answers to Ev.Q. Roma
27				5.b.2	Answers to Ev.Q. Dublin
28				5.b.3	Answers to Ev.Q. Zadar
29				5.b.4	Answers to Ev.Q. Lux
30		5.c	Network Analysis (satisfaction on comm. and coop.)	5.c.1	Answers to Ev.Q. Dublin
31				5.c.2	Answers to Ev.Q. Zadar
32		5.d	Internal Interview (satisfaction on results)		Completion after Zadar
33		5.e	Set of Indicators (fine tuning monitoring)		Completion during and after Lux
34	PJ Dissemination	6.a	Brochure		
35		6.b	Performed Activities in the 5 countries		
36		6.c	number of users and stakeholders contacted for the project		
37		6.d	dissemination media	6.d.1	Press contacts
38				6.d.2	Number of contacts through social networks
39		6.e	number of printed books "VOCIS At Hand"	6.e.1	
40			number of disseminated books "VOCIS At Hand"	6.e.2	
41		6.f	number of participants in the final Conference		
42		6.g	Impact on target group & stakeholders	6.g.1	improving of partners' internal capacity

43				6.g.2	Extent of the training framework transferability
44				6.g.3	Nr. Of target group & stakeholders contacted
45				6.g.4	Feedback on perceived quality/usefulness of the training material
46	PJ Sustainability	7.a	Agreement on the sustainability plan		
47		7.b	Web page alive		Period to ensure the web page opening and maintenance
48					partners contributing to the web page periodical refresh
49		7.c	nr. of explicit interest from external organisations		
50		7.d	interest of the partners to continue the work together		

Indicators for the IOs Contents

Indicator	Ind. Target		objective		measure
I	O2 - Diagnostic Toolkit	I.a	involvement of individuals	I.a.1	number of VOCIS experts working to set up the Diagnostic Toolkit
II				I.a.2	nr. of involved experts (coaches, trainers, teachers) for implementation
III				I.a.3	number of tester for the Diagnostic Toolkit
IV		I.b	involvement of organisations		nr. of involved org. (providers, associations, schools)
V		I.c	evaluation		Quality evaluation of O2 product
VI	O3 - Individual Coaching	II.a	involvement of individuals	II.a.1	number of VOCIS experts working to set up the Individual Coaching
VII				II.a.2	number of people involved in the Individual Coaching testing
VIII		II.b	involvement of organisations		nr. of involved org. (providers, associations, schools)
IX		II.c	technical characteristic		number of exercises
X		II.d	evaluation		Quality evaluation of O3 product
XI	O4 - Peer Counselling	III.a	involvement of individuals	III.a.1	number of VOCIS experts working to set up the Peer Counseling
XII				III.a.2	number of people involved in the Peer Counselling
XIII		III.b	involvement of organisations		nr. of involved org. (providers, associations, schools)
XV		III.d	evaluation		Quality evaluation of O4 product
XVI	O5 - Continuous VET	IV.a	involvement of individuals	IV.a.1	number of VOCIS experts working to set up the Continuous VET
XVII				IV.a.2	number of people involved in the internal testing of C-VET
XVIII		IV.b	involvement of organisations		nr. of involved org. (providers, associations, schools)

XIX		IV.c	technical characteristic		number of modules realised
XX		IV.d	evaluation	IV.d.1	Effectiveness of the virtual class
XXI				IV.d.2	Quality evaluation of O5 product
XXII	O6 - Initial VET	V.a	involvement of individuals	IV.a.1	number of VOCIS experts working to set up the Initial VET
XXIII				IV.a.2	number of people involved in the internal testing of I-VET
XXIV		V.b	involvement of organisations		nr. of involved org. (providers, associations, schools)
XXV		V.c	technical characteristic		number of modules realised
XXVI		V.d	evaluation	IV.d.1	Effectiveness of the virtual class
XXVII				IV.d.2	Quality evaluation of O6 product
XXVIII	O7 - VOCIS at Hand	VI.a	involvement of individuals	VI.a.1	number of VOCIS experts working to set up Vocis@hand
XXIX				VI.a.2	number of key stakeholders asked for pre-read
XXX		VI.b	technical characteristic		number of pages
XXXI		VI.d	evaluation		Quality evaluation of O7 product
XXXII	O9 - Quality System Plan	VII.a	Quality Plan (updating)		Updated versions of the Qs Plan
XXXIII		VII.b	Quality Interim report	VII.b.1	number of QS tools
XXXIV				VII.b.2	number of VOCIS experts contributing to the QS I. Rep.
XXXV				VII.b.3	Nr. Of Reccomendations (successfully implemented)
XXXVI		VII.c	Quality Final report	VII.c.1	Quality System Final report (pages)
XXXVII				VII.c.2	number of VOCIS experts contributing to the QS F. Rep.
XXXVIII				VII.c.3	Partnership satisfaction for the QS Final Report
XXXIX		VII.d	Risk Mitigation	VII.d.1	number of risks individuated
XL				VII.d.2	number of risks solved
XLI				VII.d.3	Conflict resolution procedure adopted
XLII		VII.e	evaluation		Quality evaluation of O9 product
XLIII	Overall		Satisfaction for the produced IOs		Partnership satisfaction for the final version of the IOs



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 ragniqsfe@yahoo.it

Name of the partner organization: _____

Name of the respondent: _____

1. How the VOCIS project has been developed till now, in your opinion?
2. Please state the first three strength points of the VOCIS project and specify your considerations
3. Please state the first three weaknesses points of the VOCIS project and specify your considerations
4. What do you think of the VOCIS web site?

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. 05 - 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. 06 - 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. 07 - 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. 09 - VOCIS Quality System

FORESEEN ACTIVITY

- **Writing up** of the Final Report with the description of the whole Quality 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 principle three results of the VOCIS project and specify why you are satisfied with them?

13. Any suggestions for future applications?

Thank you for your collaboration.

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
	<input type="checkbox"/>					

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
	<input type="checkbox"/>					

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:.....