

Project Title:

SignVET - Gateway to Equity: Engaging Deaf Students into VET

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Implementation Period: 01/10/2024 – 30/09/2026

SignVET: Quality Assurance (QA) Plan

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1. Introduction

This Quality Assurance Plan (QA) defines the framework, tools, and processes that will be used to ensure the overall quality of the SignVET Erasmus+ project. The plan establishes mechanisms to monitor progress, assess outputs, and support the project team in delivering high-quality, timely results aligned with the objectives of inclusive education. It serves as a reference for all project partners to understand their roles and responsibilities in maintaining quality and fosters a culture of continuous improvement throughout the project lifecycle.

2. Objectives of the QA Plan

The QA aims to:

- Ensure that project deliverables meet agreed quality standards in terms of content, format, structure, and relevance
- Support effective project management through regular monitoring and evaluation
- Promote transparent communication and collaboration among partners
- Identify and mitigate potential risks and environmental factors that could affect project outcomes
- Collect and utilize feedback from stakeholders, end-users, and beneficiaries to improve the project processes and outputs
- Foster accountability and continuous learning within the consortium

3. Quality Assurance Board (QAB)

A dedicated Quality Assurance Board (QAB) was established to oversee the implementation of this QA Plan. The QAB was composed of one representative from each of the following organizations: EACG (leading), FORAVE, and PIT. These members were selected based on their close connection to end-users (VET partners) and were intentionally distinct from the technical implementation team.

The members of the QAB are as follows:

Name	Surname	Organization
Stephanie	Frangou	EACG
Miren	Arien	PIT
Teressa	Lessa	FORAVE

3.1 Responsibilities of the QAB

The QAB will:

- Lead the design and refinement of QA tools and procedures, presented at the kick-off meeting
- Monitor the project's quality through the Key Performance Indicators Dashboard (KPI Dashboard)
- Review and validate deliverables after WP leaders' approval, using the Output Control Form
- Produce quality review reports every six months (March 2025, September 2025, March 2026, September 2026), summarizing successes, challenges, and improvement recommendations

- Manage and update the risk and environmental assessment tools in coordination with the project coordinator
- Provide guidance to partners on quality-related issues and mediate in case of unresolved conflicts

4. QA Methodology

The QA methodology covers two complementary dimensions:

- Internal Performance Monitoring: Evaluates the quality of coordination, communication, adherence to timelines, and partner contributions
- Output Quality Monitoring: Assesses the clarity, relevance, innovation, accessibility, and impact of the deliverables

These dimensions will be continuously tracked through KPIs, satisfaction surveys, evaluation forms, and direct feedback mechanisms. Each partner is responsible for collecting and reporting data every three months, feeding into a shared KPI Dashboard.

5. QA Tools and Templates

The QAB will employ the following tools to ensure consistent and reliable quality monitoring:

- Meeting and Training Evaluation Questionnaires: To assess participant satisfaction and effectiveness of activities
- Output Control Form (OCF): A standardized form used to validate deliverables against predefined quality criteria
- Satisfaction Surveys: Deployed at key milestones to gather qualitative feedback from stakeholders
- Risk Assessment Table: Identifies potential risks, their severity, impact, mitigation strategies, and responsible actors
- Environmental Assessment Table: Highlights long-term external factors, categorized as threats or opportunities, with strategic responses.

6. Deliverables Validation Process

To ensure that each output meets project expectations, the following process will be followed:

1. The WP leader completes and reviews a deliverable, closing it for internal circulation
2. The QAB assesses the deliverable's structure, format (based on standard templates), and content (coherence, clarity, value-added)
3. If the deliverable meets quality standards, the QAB completes the OCF and submits it to the coordinator for formal acceptance
4. If improvements are needed, the QAB provides feedback and requests revisions from the responsible WP leader
5. Upon resubmission, the deliverable is re-evaluated; final decisions rest with the project coordinator in case of disputes

7. Monitoring and Review

Regular monitoring activities will ensure that quality assurance remains a continuous and integrated aspect of project implementation:

- KPIs are reviewed quarterly, based on input from all partners

- The Risk Assessment Table is updated every six months
- The Environmental Assessment Table is updated annually
- Summary QA reports will highlight what went well, what didn't, and provide actionable recommendations

8. Work Package Indicators

WP2 Indicators (by Months 11–12)

- 80% of users report that tools are user-friendly for non-experts
- 80% find end-user documentation clear and concise
- 80% acknowledge the relevance and usability of sign language outputs
- At least 50 feedback responses are collected via satisfaction surveys
- A minimum of 40 trainees participate in SignVET training sessions

WP3 Indicators (by Months 21–24)

- 80% agree the methodology is clear and actionable
- 80% confirm the SignVET infrastructure is effectively integrated and simple to use
- 80% find the tools easily accessible
- 80% confirm that course materials work effectively for both deaf and hearing students
- At least 20 unit course materials (e.g. PowerPoints) are developed using SignVET
- At least 20 students participate in pilot implementations

WP4 Indicators

To be finalized at the kick-off meeting, preliminary indicators include:

Raising Awareness

- Number of VET schools offering courses in sign language (measured at M1 and M22)
- Number of VET schools offering sign language support services (interpreters, captioning, assistive tools) - Need those numbers by mid-May 2025.

Web metrics:

- Total page views - 1500 views by the end of the project.
 - Number of page views and average session time: Tracked quarterly and after dissemination events. Target average session time: Minimum of 1 minute per session.
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Engaging Stakeholders

- 150 participants in training and dissemination events
- 80% Qualitative feedback from engagement activities to be integrated into reporting

Scaling and Sustaining

- 50 formal expressions of interest in adopting SignVET
- 2 Speed SignVET Training Programs delivered
- 50 participants in these accelerated training events

9. Risk and Environmental Assessments

Risk Assessment Table

- Lists and evaluates potential risks, with fields for likelihood, impact, mitigation measures, and responsible entities
- Reviewed biannually by QAB and shared with the coordinator

Environmental Assessment Table

- Evaluates long-term external factors (policy changes, technological shifts, societal trends)
- Categorized as opportunities or threats, each with a strategy
- Reviewed annually, ensuring adaptability to external changes

10. Conflict Resolution and Escalation

To prevent and address disruptions:

- WP leaders manage delays and conflicts at the task level
- Unresolved issues are escalated to the project coordinator
- Persistent issues may result in task reassignment and reallocation of budget by the coordinator

11. Conclusion

The SignVET Quality Assurance Plan is a living document that will evolve alongside the project. Its structure, tools, and indicators will support proactive quality management, encourage feedback from stakeholders, and uphold the project's commitment to inclusiveness and innovation. Final QA tools and protocols will be approved at the kick-off meeting and refined as necessary throughout the project.