QUALITY MANAGEMENT HANDBOOK

Project LLP-LDV-TOI-12-AT-0015

Project coordinator:
Schulungszentrum Fohnsdorf

Partners:
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Municipality of Tjörns
MMC Management Centre Ltd
Instytut Technologii Eksploracji – PIB
Dimitra Institute
Vocational Rehabilitation Consultants Ltd

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DIMITRA I.T.D

Work Package:  2
Deliverable:  3

WP LEADER:  DIMITRA I.T.D
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1. Introduction

1.1 Certi.MenTu Project (Certification for Mentors and Tutors), develops a new support model for mentors and tutors. So, in the course of the two-year project the partners investigate the necessary competencies and ultimately offer seminars tailored to the requirements of these career profiles. One of the main innovative features is the certificate awarded at the end of the course, which will be valid throughout Europe.

The Certi.MenTu project partners embrace this idea and see one of their main objectives in exploring the competencies required from tutors and mentors. These competencies are amalgamated and form the basis for a series of tailored seminars. The partners can draw on the experience from previous projects, namely EOF and the Swedish project IWOLTE. “The novelty of this project is the European-wide certificate accredited under EN ISO 17024, which future mentors and tutors will be awarded upon completion of the seminars”.

1.2 Certi.MenTu involves a partnership with representatives from organisations in Austria, Greece, Cyprus, Poland, Sweden and the UK. Each partner brings particular expertise, and each is tasked with a specific role within the project.

1.3 This Interim Evaluation Report is the responsibility of “DIMITRA” ITD with input from all of the partners. As such it is a key deliverable of work package 2 (WP2) and its purpose is to assess the projects progress against its objectives, thereby informing subsequent phases. The Leonardo interim project reporting cycle runs until the 31\textsuperscript{th} August 2013.
2. QAP strategy and methodology

2.1 The Quality Assurance Plan (QAP) refers that:

“At the mid of the project (15 September 2013) with all information collected previously (circulation and analysis of partner questionnaire / Partnership review, June-August 2013), a midterm report will be written and shared with all partners to check whether the project has been implemented according to project aim and objectives, if any improvements are required and what’s the feelings of the year gone and expectations for the year to come, of the partners.

This report will focus on detecting possible problems, possible solutions of the problems and how to avoid these problems during the second year of the project”.

2.2 Therefore this interim evaluation report is a synthesis of the views and experiences of the partners in relation to project progress and achievements. Importantly at this mid point in the Certi.MenTu project, the interim evaluation offers the opportunity to review progress and to share different viewpoints in a way that can usefully inform subsequent stages of delivery.

2.3 This report draws on and references a number of sources of data including:

- Certi.MenTu Interim Report Data Collection Questionnaire  (see appendix A)
2.4 The focus of this evaluation was on the “Interim Report Data Collection”, which was specifically designed to capture partners’ views and experiences of the project to date (mid-term) focusing on the 3 key areas identified in the QAP. These are:

- Performance of the consortium
- Monitoring the achievement of the project outcomes against the project work plan
- The quality of the outcomes.

2.5 Information of the meetings feedback was also taking into account (presented in the meeting evaluation reports), which reviews the project at various stages. The meeting evaluation questionnaires offered both a scoring system and more in depth section for comments. The questions followed a format with some being repeated each time and others being adapted to the specific areas of work that the meeting was concerned with.

2.6 The “Interim Report Data Collection”, was designed to have a quantitative element where partners were asked to ‘rank’ on a numerical scale their views and assessments of a number of criteria, aligned and grouped to the 3 key performance areas in the QAP listed above; it also incorporated a qualitative element

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element, so that respondents could give more in-depth answers. It was comprised of 13 key questions (plus a further prompt for any other comments) of which 12 asked for a score as well as the more detailed information.

2.7 It should be noted that 7 completed questionnaires were returned, all of them came from different partner organisations. Respondents were also able to give as many comments as they wished. Therefore the data produced needs to be seen not only in a quantitative but also in the qualitative light and is not necessarily weighted equally between partners. In this report we present and analyse feedback to inform the project and have opted to do this in a way that draws out common themes and learning points. In order to do this we have chosen to view the data anonymously and collectively.
3. The performance of the Certi.MenTu consortium

3.1 The Certi.MenTu consortium consists of seven (7) partners from six (6) EU countries, all of who have some experience of European transnational projects, and some of whom have worked together before. They were chosen for this project because of their experience and their expertise in specific areas. They also represent different types of organisations all of whom have high level of knowledge in Mentoring and Tutoring as well as have high level of professional competence in VET programmes and are very experienced in the project management of EU projects.

3.2 The positivity about the partnership as a whole, and individual partners’ abilities and commitment was unanimous across the data. This view was frequently reiterated and it was felt that the professional work ethic and good working relationships gave confidence that the partnership would continue to be successful in meeting its targets. The only problem that was pointed out was the absence at the meetings of the partner “Municipality of Tjörns”. The partnership is seen as an experienced one where each partner brings complimentary areas of expertise that are well matched with their allocated Work Packages. The partnership was also well supported by the Coordinating partner.

3.3 There was divergence with regards to the allocated resources in relation to the demands of the work programme. This question scored the lowest on the progress evaluation questionnaire (averaging 3.57 out of 5). Whilst most recognised the demands and ambition of the project, some partners felt that resources were sufficient while others felt that they were inadequate. However there was a strong commitment to ensuring the project was successful despite its significant demands.
3.4 The following represents a summary of some of the strongest themes and key comments in relation to specific aspects of the consortium performance:

**Working methods:**
- Regarding the meetings all the partners did cooperate very well.
- The only problem was the absence at the meetings of the partner “Municipality of Tjörns”
- Both the meetings were very fruitful and productive (5 respondents mentioned this).
- The agenda of the meetings was well-structured and quite helpful.
- The minutes were always detailed.
- This is probably the best LdV consortium I have experienced.
- The work is done in good time, with co-operation and mutual support.

**Partners’ knowledge and competence:**
- All the partners have a high level of competence and are very experienced in the project management of EU projects (5 respondents mentioned this).
- High level of knowledge on mentoring and tutoring and experience on dissemination and exploitation activities
- Partnership comprises complementary knowledge and competence needed to successful project implementation.
- The level of competence in related areas is different and complementary

**Resources:**
- Support from the transferring partner has been active, flexible and helpful.
- All the forms regarding the project management are available and have been used by the partners
- The allocation of resources was well designed
• It was a pity that the project only got much less funding that was asked for. We, as a partner, would have had more qualified people that could have provided expertise.

Learning from the CERF partnership:
• Partners are working well together to achieve the targets, which is underpinned by active, flexible and helpful management systems

1st Certi.MenTu Partners meeting in Fohnsdorf
4. Monitoring the achievement of the project outcomes against the project work plan

4.1 This section reflects on the work achieved in relation to the work plan and more specifically the deliverables produced in the first half of the project. As has been noted in section “3” there is a positive view of the partnership and its ability to achieve targets supported by effective management tools. According to the project work plan some delays have occurred because of the complexity of the products, especially the European competence matrix.

4.2 The first step for developing the European competence matrix for mentors and tutors was a national research-based report about mentors and tutors – challenges and trends. Not only did all partners deliver these by the deadline, but also they were regarded as well produced. This report helped the consortium to define the role of mentors and tutors, to define the target groups of mentors and tutors taking into account the reality in each country.

4.3 In terms of meeting the Certi.MenTu work plan so far, this gained a relatively low score on the interim report data collection (average of 4.14 out of 5). All the deliverables require considerable work for the partners, particularly because the complexity of the products and the high demands of the project. Despite the level of work involved, partners were unanimous in expressing real interest as the project is seen as innovative and breaking new ground.

4.4. In an overall sense, monitoring the achievement of project outcomes has been made visible through the existence of the work plan and therefore the
clarity of objectives, deliverables and deadlines. The Certi.MenTu website\(^2\) details the various deliverables which have been achieved to date.

4.5 The partnership as a whole reported very positively on the partner meetings, the working atmosphere, the work that had been achieved, the ability of the project group to achieve relevant results and to gain some progress in its work.

4.6 The following summarises the main areas of comment:

**Effectiveness of the partnership in meeting the project work plan:**

- *Despite some small delays it is in line with the work plan*
- *Some delays that occurred was not significant and did not significantly modifying the original work plan*

**Usefulness of the national report to project development:**

- *This report from each partner was very useful in order to develop the European matrix for mentors and tutors.*
- *This report was very helpful since some of the information received through this report were used to develop the check lists for the ISO certification as well as to finalise the definition of mentors and tutors taking into account the reality in each country.*
- *This national reports were good base (presenting the current situation and trends for development of tutor and mentor sector) for further steps: development of the competence matrices for mentors and tutors*
- *This has been of great use in understanding the position of the eventual ISO certification.*

Usefulness of developing a unit to project development:

- That template is very useful for the further development of the modules taking into account the matrices for mentors and tutors.
- This procedure was very helpful in order to achieve a common style regarding the way of developing each unit from each partner.
- The workshop implemented in Thessaloniki was very helpful to finalise the template.
- The template is very helpful for the design of the units and the uniformity of the units (since different partners will be developing different units).
- The template links the matrices with the materials developed.
- We have got both well structures templates for our help and also continuously examples from the other partners that help working on the units.
- The template has given a consistent approach without too many constraints.
5. The quality of the outcomes

5.1 A system of peer review and scrutiny as been adopted by Certi.MenTu to assure the quality of the outcomes, deliverables and final products (as detailed in the QAP, p.12-15). Given that the partners are therefore responsible for reviewing the project with regards to quality and evaluation, it was vital to get feedback on the various outcomes.

As regards the assessment of the “Quality Management Handbook” the consortium has characterised it as quite useful and very helpful. The “Quality Management Handbook” is accessible on the Certi.MenTu website.\(^3\)

5.2 The partners recognise that dissemination is a key aspect of the project in terms of promoting Certi.MenTu’s objectives with the ultimate aim of attracting interest and take-up by wider stakeholders. In the light of the not relatively very high levels of awareness of the European Qualification Framework / National Qualification Framework of the people this makes more difficult as it may require further explanation. Partners made a number of comments about the dissemination materials and methods to date, but were aware that there is still a lot more to be done in the remaining project delivery time which will require greater focus.

5.3 The production values of dissemination material were generally regarded as being high and of a good professional quality. The website is a vital part of the project dissemination and hosts project generated material that is updated on an ongoing basis.

5.4 There was divergence with regards to effectiveness about the exploitation strategy until now. Actually this question scored the lowest on the “interim report data collection” (averaging 3.86 out of 5). All the partners agreed that

\(^3\) http://www.certimentu.eu/certimentu/web.nsf/produkte_en.xsp
exploitation strategy will be more effective at the end of the project when the dissemination activities of the partners will continue.

5.5 The partnership as a whole reported very positively both on the assessment of the European competence matrix for Tutors and Mentors respectively giving the highest score (4.86 out of 5). The key phrases that characterized theses deliverables are: “quite detailed”, “comprehensive and useful”, “high quality work”.

5.6 Partners reported that there were various challenges that they found (or faced) with the development of the European report about the tutors and mentors, due to the differences between countries such as (terminology, and differences in regulations). There was consensus that this deliverable were of a quality. Through this achieved a summarising of the reality of the partner countries in terms of tutoring and mentoring.

5.7 The following summarises the main areas of comment:

**Assessment of “Quality Management Handbook”**
- *It is useful for the whole evaluation process*
- *Very helpful handbook. Clear and specific dimensions of quality have been identified.*
- *It gives detailed description of the key quality elements of the projects.*

**Effectiveness of the brochure, newsletter and website in disseminating the project:**
- *At this stage of the project those tolls are very effective for the dissemination of the project.*
- *Brochure, Newsletter, Project Website, are quite effective for the time being and support the proper dissemination of the project.*
All dissemination materials are well designed and effective for creating awareness for the project.

The brochure has been very effective also for attracting participants for the pilots

The quality is good as to content and design.

Effectiveness of the dissemination strategy

- It is a very effective tool of the project
- The project would benefit also from more dissemination activities after the finalisation of all products
- We will have channels for dissemination that are effective.

Effectiveness of the exploitation strategy

- The exploitation strategy will be more effective at the end of the project, when the dissemination activities of the partners will continue.
- The results of this project will be exploited well. (University of Gothenburg)
- It is too early to be confident about this yet: the second year will be more important

Assessment of the European competence matrix “Tutor” and “Mentor”

- The European matrices for tutors and mentors respectively consider as milestones of the project because it is the basis for the certification process and the development of the training modules for tutors.
- The matrix is very detailed and has a high quality
- The European matrices for tutors and mentors are quite detailed and simple at the same time and characterized by high quality.
- It is a very critical deliverable for the development of this project
- Good cooperation with all partners; consideration for specificity of national situations/solutions/understanding; high quality and usefulness of the result
• Ensure that the situation in all countries is taken into account and is reflected in the matrix
• Very good work at the meeting in Thessaloniki and very good work done on the national level by each partner.
• A very good product, comprehensive and useful
• This has taken a lot of time; but the work has been successful

Assessment of the European report about the tutors and mentors sector – challenges and trends

• The quality is very high
• Includes a summary of tutoring and mentoring of all the partner countries and gives a guideline for the matrices.
• Summarise the reality of the partner countries in terms of tutoring and mentoring (DIMITRA)
• Good cooperation with all partners; consideration for specificity of national situations/solutions/understanding; high quality of the result
• The work is of good quality as an introduction and to identify key differences.
• Enable us to see how different countries might need to adapt their curriculum.
1st Certi.MenTu Partners meeting in Fohnsdorf

2nd Certi.MenTu Partners meeting in Thessaloniki
6. Findings: Informing the next stages of the project

6.1 Overall feedback from the Certi.MenTu partners has been both positive and constructive. Of particular note is that:

- The partnership is regarded as strong, committed and experienced
- The partners have worked hard to produce their deliverables to date and to meet deadlines
- The project management tools have been effective and the co-ordinator efficient and supportive
- The key phrases that characterized theses deliverables are: “quite detailed”, “comprehensive and useful”, “high quality work”.

6.2 It is important in reviewing this project to understand the challenge that it represents. The main objective of Certi.MenTu - Certification for Mentors and Tutors – is the development of a competency matrix for tutors and mentors, which is to provide the basis for elaborating the corresponding curriculum and for certification of non-formal and informal knowledge according to EN ISO 17024 - Certification of Persons. Special attention is given to the development of a new transnational understanding of the roles of tutors and mentors, eliminating the current differences in conceptions. This is a new endeavour with very little existing material available for reference.

6.3 Points that need to be flagged up for consideration are that:

- That the project is ambitious and that it has necessitated a high workload
- Some aspects of dissemination might be difficult, especially given low awareness of EQF in partner countries
• There needs to be a careful balance between the management requirements of the project and the partners’ motivation to produce meaningful and practically useful materials.

6.4 There have been interesting discussions about the characteristics of the end user beneficiary (trainee) target groups, in terms of their orientation and level, and how this would affect the design of the materials. The next planned work stages include the description of the modules and the units for tutors and mentors as well as the pilot testing, which will provide vital information about the design and delivery through responses from trainers’ target groups.

To conclude, one partner in looking forward to the project completion stated -

“We feel that this is in fact a very good project with high level of quality results. Because of that we believe that results will be maintained and used after the end of the project or even that more levels will be developed in the future.”
APPENDIX A – Interim Report Data Collection per Partner

INTERIM REPORT DATA COLLECTION

In order to give feedback regarding the progress of the project we would like to ask the partners to fill in the following questionnaire. We will gather their inputs anonymously and provide them with a consolidated overview after analysing them.

QUESTIONNAIRE

In the questions below, which contain the scoring scale 0-5, please provide quantitative feedback as follows:

1 = poor
2 = unsatisfactory
3 = fair / satisfactory
4 = good
5 = very good/outstanding

1. Performance of the CERTI.MenTu Consortium

1.1. **W.P-1** How effective is the working methods adopted by the Partnership for the successful realization of CERTI.MenTu?

| 1 | 2 | 3 | 4 | 5 |

Comments (please include specific reference to the operation of Partnership Meetings; the Activity Plan; To do lists):

1.2. **W.P-1** How high is the respective knowledge and competences of the Partners of this consortium in terms of complementary to the benefit of the project?

| 1 | 2 | 3 | 4 | 5 |

Comments (please highlight any particular strengths and weaknesses):
1.3. **W.P-1** How efficient were the resources that have been allocated to you in **CERTI.MenTu** compared with the demands of the Work Programme?

| 1 | 2 | 3 | 4 | 5 |

Comments:

2. Monitoring the achievement of the project outcomes against the project workplan

2.1. **W.P-1** How effective has the Partnership been in terms of meeting the **CERTI.MenTu** Project Work Plan so far?

| 1 | 2 | 3 | 4 | 5 |

Comments (please highlight any particular strengths and weaknesses):

2.2. **W.P-4** Regarding the research in partners’ **National report about mentors and tutors sector – challenges and trend**: How useful do you think this has been to informing the subsequent development of the **CERTI.MenTu** project?

| 1 | 2 | 3 | 4 | 5 |

Comments:
2.3. **W.P 5** - Regarding the “Developing and adapting the training materials and the documents for certification”: How useful have you found the process of developing a unit according to the template?

![Rating Scale](1|2|3|4|5)

Comments:

3. The Quality of the Outcomes

3.1. **W.P-2** How would you assess the use of the “Quality Management handbook”?

![Rating Scale](1|2|3|4|5)

Comments:

3.2. **W.P-3** Regarding dissemination purposes how effective do you think are / will be the CERTI.MenTu

(a) Brochure

(b) Newsletters and,

(c) Project Website to supporting the dissemination of the project?

![Rating Scale](1|2|3|4|5)

Comments:
### 3.3. **W.P-3** How effective are / will be the *CERTI.MenTu* dissemination strategy?

| 1 | 2 | 3 | 4 | 5 |

Comments:

### 3.4. **W.P-3** How effective are / will be the *CERTI.MenTu* the exploitation strategy to supporting the dissemination of the project?

| 1 | 2 | 3 | 4 | 5 |

Comments:

### 3.5. **W.P-4** Producing the European competence matrix “tutor”:

(a) How would you assess this activity in terms of quality and results?

(b) Please comment what particular issues, if any, have you faced in relation to developing this material?

| 1 | 2 | 3 | 4 | 5 |

Comments:

### 3.6. **W.P-4** Producing the European competence matrix “mentor”:

(a) How would you assess this activity in terms of quality and results?

(b) Please comment what particular issues, if any, have you faced in relation to developing this material?

| 1 | 2 | 3 | 4 | 5 |

Comments:
3.7. **W.P-4 Producing the European report about the tutors and mentors:**

(a) How would you assess this activity in terms of quality and results?

(b) Please comment what particular issues in terms of challenges and trends, have you faced in relation to developing this material?

| 1 | 2 | 3 | 4 | 5 |

Comments:

3.8. Is there anything else you would like to comment upon?

Comments:

*Thank you for completing this questionnaire!*

*Please return back to us until 31.8.13*
<table>
<thead>
<tr>
<th>QUESTION</th>
<th>Low</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>High</th>
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<tr>
<td>1. W.P-1 How effective is the working methods adopted by the Partnership for the successful realization of CERTI.MenTu?</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td></td>
<td></td>
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<td>2. W.P-1 How high is the respective knowledge and competences of the Partners of this consortium in terms of complementary to the benefit of the project?</td>
<td>5</td>
<td>2</td>
<td></td>
<td></td>
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<td>3. W.P-1 How efficient were the resources that have been allocated to you in CERTI.MenTu compared with the demands of the Work Programme?</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
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<td>4. W.P-1 How effective has the Partnership been in terms of meeting the CERTI.MenTu Project Work Plan so far?</td>
<td>1</td>
<td>4</td>
<td>2</td>
<td></td>
<td></td>
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<tr>
<td>5. W.P-4 Regarding the research in partners’ National report about mentors and tutors sector – challenges and trend: How useful do you think this has been to informing the subsequent development of the CERTI.MenTu project?</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td></td>
<td></td>
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<tr>
<td>6. W.P-5 Regarding the “Developing and adapting the training materials and the documents for certification”: How useful have you found the process of developing a unit according to the template?</td>
<td></td>
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<td>4</td>
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<td>7. W.P-2 How would you assess the use of the “Quality Management handbook”?</td>
<td></td>
<td></td>
<td>3</td>
<td>4</td>
<td></td>
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<td>8. W.P-3 Regarding dissemination purposes how effective do you think are / will be the CERTI.MenTu (a) Brochure (b) Newsletters and, (c) Project Website to supporting the dissemination of the project?</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td></td>
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<td>9. W.P-3 How effective are / will be the CERTI.MenTu dissemination strategy?</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td></td>
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<tr>
<td>10. W.P-3 How effective are / will be the CERTI.MenTu the exploitation strategy to supporting the dissemination of the project?</td>
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<td>1</td>
<td>3</td>
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<tr>
<td>11. W.P-4 Producing the European competence matrix “tutor”: (a) How would you assess this activity in terms of quality and results? (b) Please comment what particular issues, if any, have you faced in relation to developing this material?</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>12. W.P-4 Producing the European competence matrix “mentor”: (a) How would you assess this activity in terms of quality and results? (b) Please comment what particular issues, if any, have you faced in relation to developing this material?</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>13. W.P-4 Producing the European report about the tutors and mentors: (a) How would you assess this activity in terms of quality and results? (b) Please comment what particular issues in terms of challenges and trends, have you faced in relation to developing this material?</td>
<td></td>
<td></td>
<td>2</td>
<td>5</td>
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<td><strong>TOTALS</strong></td>
<td>1</td>
<td>4</td>
<td>11</td>
<td>28</td>
<td>47</td>
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Diagram detailing the total scores given above

**TABLE 1**

**TABLE 1:** Overall results regarding the performance on the questions included in the interim report evaluation questionnaire
### Kick off Meeting - Austria

<table>
<thead>
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<th>1</th>
<th><strong>QUESTIONS</strong></th>
<th><strong>GENERAL COMMENTS</strong></th>
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| 1 | Were you satisfied with the preparation work for this meeting (communication, information, flow etc.)? | Q3: Yes, I think there was enough information in advance.  
Q10: There were some problems with the attendance of one Swedish partner                                                                                      |
| 2 | What were your main hopes and expectations for the work meeting and to what extent were these expectation met? | Q3: To find out more about the partners and establish a working relationship, and to have a clearer view of the project tasks – and to be able to report back to David (Imber) to help him make decisions about the trials. All achieved.  
Q10: To explain the project, tasks and deliverables of the project.  
Q11: Get an overview of the whole project  
Know more about IWOLTE project for the implementation of the results  
Get a better knowledge of certification scheme                                                                                                             |
| 3 | To what extent the agenda reflected the issues discussed during the meeting?  | Q3: Broadly well, the flexibility in the agenda worked well.                                                                                                                                                     |
| 4 | To what extent you are satisfied with the depth of the discussion on the issues of the agenda? | Q3: Generally satisfied: (a) personally I felt that we spent a lot of time discussing competence and certification matters at quite a basic level and would like to have got into more depth, but recognise that there were a range of starting-points to accommodate; and (b) I thought we may have made more progress on agreeing the breadth of mentor/tutor roles that could be covered.  
However, that’s probably being quite ambitious for a first two-day meeting.                                                                                 |
| 5 | **Is there any additional subject you would like to be included in the agenda and wasn't discussed?** | **Q1:** No.  
**Q2:** No.  
**Q3:** I can't think of anything.  
**Q4:** No.  
**Q5:** None.  
**Q6:** No, none.  
**Q7:** No.  
**Q8:** Intellectual Copyright.  
**Q9:** No.  
**Q10:** No.  
**Q11:** None. |
|---|---|---|
| 6 | **Were you satisfied with the working atmosphere during the meeting? Did everybody had opportunity and chance to contribute properly and equally to this project meeting? Was everybody’s opinion heard and respected?** | **Q3:** Yes, good balance between moving the meeting along and enabling people to contribute and have questions answered.  
**Q5:** Excellent working atmosphere.  
**Q6:** The working atmosphere was more than satisfactory. All partners were encouraged to voice their opinion and all different views were properly discussed.  
**Q7:** The working atmosphere was open, friendly, equal for everybody.  
**Q11:** All partners are very motivated and interested in the project, so it was good to work together. Everybody is very respectful, hearing all opinions and discussing them led us to a fairly common picture, which at this early stage is a good basis to work on. |
<p>| 7 | <strong>Do you think the meeting was generally successful? Do you think the project group was able to achieve relevant results and to gain some progress in its work?</strong> | <strong>Do you think the training meeting was generally successful? Do you think the project group was able to achieve relevant results and to gain some progress in its work?</strong> |
| 8 | <strong>Strong points - What did you enjoy most during</strong> | <strong>Q1:</strong> It was very professional meeting covering all important issues. Strong and clear leadership by D.Doukas. |</p>
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<tr>
<th>Q1</th>
<th>Weak points - Was there any part of the meeting that you would like to change?</th>
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<tr>
<td>Q2</td>
<td>The great coordination by Dimitris Doukas positive working atmosphere and involvement of all partners.</td>
</tr>
<tr>
<td>Q3</td>
<td>Introduction to other partners, being able to get a feel for where the project was going.</td>
</tr>
<tr>
<td>Q5</td>
<td>The preparatory work that made the meeting effective. In general in Kick off partners spend a lot of time to understand the surface. This meeting focus on the depth of the project. For me this was very innovative and useful.</td>
</tr>
<tr>
<td>Q6</td>
<td>The working atmosphere. The meeting ran smoothly and was very effective, and this is due to the fact that all partners were well prepared for the meeting.</td>
</tr>
<tr>
<td>Q6</td>
<td>No.</td>
</tr>
<tr>
<td>Q7</td>
<td>Reality of the time schedule (enough time for discussion on really important but difficult issues). Openness and friendliness of the atmosphere.</td>
</tr>
<tr>
<td>Q8</td>
<td>Very strong working relationship established very quickly. Host was exceptionally welcoming and well organised.</td>
</tr>
<tr>
<td>Q9</td>
<td>Introduction of the partners, Information from the different partners about their views of the project. Information from the Certifier. The strong role that the rep from Systemcert took. A friendly cooperative and constructive atmosphere. The discussions of the partners and the explanations of Uwe Hackl the subcontractor who is responsible for the certification process.</td>
</tr>
<tr>
<td>Q10</td>
<td>The discussions of the partners and the explanations of Uwe Hackl the subcontractor who is responsible for the certification process.</td>
</tr>
<tr>
<td>Q11</td>
<td>The motivation, the high involvement of each partner, the fruitful discussions and clear explanation regarding certification.</td>
</tr>
<tr>
<td>Q1</td>
<td>Not really.</td>
</tr>
<tr>
<td>Q2</td>
<td>No.</td>
</tr>
<tr>
<td>Q3</td>
<td>Not really. It may have been useful to have heard more about partners’ potential trial groups,</td>
</tr>
<tr>
<td>Q5</td>
<td>None,</td>
</tr>
<tr>
<td>Q6</td>
<td>No.</td>
</tr>
<tr>
<td>Q8</td>
<td>I think we needed to see the materials sooner so that we could contribute more in the discussions rather than just getting to grips with it on hearing about it properly for the first time</td>
</tr>
<tr>
<td>Q9</td>
<td>That the Swedish rep. from Tjorn was not there.</td>
</tr>
<tr>
<td>Q10</td>
<td>No.</td>
</tr>
<tr>
<td>Q11</td>
<td>No.</td>
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10. Do you have any suggestions for the future meetings?

| Q2 | Keep up the good work!! |
| Q4 | No. |
| Q5 | None, |
| Q6 | To keep up the high standards that were set during the first meeting. |
| Q7 | To keep the idea and the way of the organizing/execution of the next meeting |
| Q8 | If they all go like this one then I will be very happy |
| Q9 | No, not at the moment. |
| Q10 | No. |
| Q11 | No – if we continue like this we will be successful |
Diagram detailing the total scores given to the above questions (Evaluation of the kick off meeting-Austria)
### 2nd Project Meeting - Greece

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<tr>
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<th>QUESTIONS</th>
<th>GENERAL COMMENTS</th>
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| 1 | Were you satisfied with the preparation work for this meeting (communication, information, flow etc.)? | Q6: The meeting was very well prepared in terms of agenda, details of work to be performed etc.  
Q7: VERY MUCH. All the preparation works were perfect. Everything was clearly communicated in advance.  
Q10: There was a very good corporation with DIMITRA. |
| 2 | What were your main hopes and expectations for the work meeting and to what extent were these expectation met? | Q1: To have more clarity on (a) the certification forms, (b) the modules and (c) the stakeholder analysis, and to agree on intellectual property.  
Q3: Decisions to be made for the next steps. All the partners to have a clear picture of what is expected to do.  
Q6: To gain clear understanding of next steps. To identify a methodology through which the modules of IWOLTE will be transferred to CERTIMENTU taking into account the newly formed matrices. To develop the structure of the modules to be pilot tested. To plan projects next steps.  
Q7: I expected to get an idea about the transfer of IWOLE modules into continuous vocational education (CertiMenTu project). It was difficult to find the way of this transition, but finally we managed it.  
Q8: To become aware of the structure of the modules to be developed and have a clearer picture of the next steps.  
Q9: Decisions to be made for the next steps. All the partners to have a clear picture of what is expected to do.  
Q10: To develop the structure of the modules for mentors and tutors.  
Q11: Start developing the modules based on the competence matrices we had prepared. |
| 3 | To what extent the agenda reflected the issues | Q1: About 80% - due to the absence of one partner.  
Q3: The agenda was very well-structured. |
|   | discussed during the meeting? | Q5: Some stages took more time than planned but this is natural in dynamic projects.  
Q7: Only some minor issues were postponed (e.g. intellectual property issue), but they were not so important at this moment like the development of the core structure of the trainings for mentors and tutors.  
Q9: very well-structured agenda. |
|---|---|---|
| 4 | To what extent you are satisfied with the depth of the discussion on the issues of the agenda? | Q1: Fairly well.  
Q3: Very thorough discussion took place among partners.  
Q6: Different methods have been used to identify the methodology to be used for the design of the structure of the module. Although brainstorming took some more time than initially planned. I feel that we ended up with a systematic methodology that enabled us to reach very good results.  
Q7: All crucial points of the agenda were discussed deeply enough.  
Q8: Brainstorming and discussion helped us to achieve the required output.  
Q9: Very thorough discussion took place among partners. |
| 5 | Is there any additional subject you would like to be included in the agenda and wasn’t discussed? | Q1: In the certification area there are a few items (assessment, who can teach/assess) that need to be agreed by partners according to what is desired and feasible. It may be more difficult to do this at a distance.  
Q2: No.  
Q3: No.  
Q4: No.  
Q6: Agenda was crystal clear. Nothing was omitted.  
Q7: No.  
Q8: Nothing.  
Q9: No.  
Q10: No.  
Q11: No. |
| 6 | Were you satisfied with the working atmosphere during the meeting? Did everybody had | Q1: Generally yes. During the sessions on developing the modules there were 3-4 main contributors, and while it was necessary to work out the structure,
### Opportunity and Chance to Contribute Properly

Did everybody's opinion heard and respected?

| Q1 | Yes, most tasks are now clearer and it is good finally to know the shape of the modules. |
| Q4 | I was happy with the constructive work that was done on formulating the new tutor and mentor matrixes. Especially thanks to the excellent work in formulating by Stan, Dave and Christiana. |
| Q6 | Yes the meeting was very successful. Significant progress has been made especially on the content of the training modules. |
| Q7 | Yes, the meeting was successful. We focused on the most important questions and we find the answers. |
| Q8 | Very successful meeting. We are very satisfied with the progress made. |
| Q10: | The relevant results have been achieved, we developed a structure for the modules for tutors and mentors. |
| Q11: | We met our goal – implementation of the IWOLTE modules, create a basis for the development of the modules, choose 2 modules per partner for developing and piloting. |

### Do You Think the Meeting Was Generally Successful?

Do you think the project group was able to achieve relevant results and to gain some progress in its work?

| Q1 | Yes, most tasks are now clearer and it is good finally to know the shape of the modules. |
| Q4: | I was happy with the constructive work that was done on formulating the new tutor and mentor matrixes. Especially thanks to the excellent work in formulating by Stan, Dave and Christiana. |
| Q6 | Yes the meeting was very successful. Significant progress has been made especially on the content of the training modules. |
| Q7 | Yes, the meeting was successful. We focused on the most important questions and we find the answers. |
| Q8 | Very successful meeting. We are very satisfied with the progress made. |
| Q10 | The relevant results have been achieved, we developed a structure for the modules for tutors and mentors. |
| Q11 | We met our goal – implementation of the IWOLTE modules, create a basis for the development of the modules, choose 2 modules per partner for developing and piloting. |

### Strong Points

What did you enjoy most during the work meeting?

| Q1 | Getting clarity and identifying key tasks. |
| Q2 | Very productive working atmosphere. |
| Q3 | The great coordination. Very positive working atmosphere and... |
### 9 Weak points - Was there any part of the meeting that you would like to change?

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<td>Q1</td>
<td>Working ‘in committee’ on detail – as in answer to 6.</td>
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<td>Q2</td>
<td>None.</td>
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<tr>
<td>Q3</td>
<td>No.</td>
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<tr>
<td>Q4</td>
<td>Well, during day two some people were not so active as one had hoped they should be.</td>
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<tr>
<td>Q5</td>
<td>No weak points. Sometimes it may be useful if we have a workshop during the meeting to make the meeting 2.5 days (to have two full days for the workshop and 0.5 day on the coordination/steering). I know this is not always possible.</td>
</tr>
<tr>
<td>Q7</td>
<td>No idea.</td>
</tr>
<tr>
<td>Q8</td>
<td>Nothing.</td>
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<tr>
<td>Q9</td>
<td>No.</td>
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<td>Q10</td>
<td>No.</td>
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<tr>
<td>Q11</td>
<td>None.</td>
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### 10 Do you have any suggestions for the future

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<td>Q2</td>
<td>Try to mirror the planning and productivity of this one!</td>
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<tr>
<td>Q3</td>
<td>Keep up the good and hard work!!</td>
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</table>
Q4: The meeting not to be held in the town of Nicosia but rather in Larnaka or Limasol or some other place on the coast.
Q6: NONE.
Q8: None.
Q9: Keep up the good and hard work!!
Q11: Keep going this satisfying way.

Diagram detailing the total scores given to the above questions (Evaluation of the 2\textsuperscript{nd} partners meeting-Greece)
APPENDIX D  Partner Questionnaire - Results

Certi.MenTu: Certification of Mentors and Tutors

Interim evaluation – WP2

Completed by:
Dimitris Doukas
Ingemar Andersson
Margareta Ringius
Christiana Knais
Jolanta Religa
Lefteris Moschis
VRC Working Team

1. Performance of the CERTI.MenTu Consortium

1.1. W.P-1 How effective is the working methods adopted by the Partnership for the successful realization of CERTI.MenTu?

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Average Score = 4.14
COMMENTS

- We have some delays according some WP’s because of the complexity of the products, but we will manage it to complete the deliverables during the project duration.
  Regarding the meetings all the partners did cooperate very well, the only problem was the absence at the meetings of the partner “Municipality of Tjörns”.
- During the meetings all the participated partners do their best therefore both the meetings were very fruitful and productive. The agenda of the meetings was well-structured and quite helpful.
- Partnership meetings are planned in advance, efficiently organised.
  Activity plan for the whole project is clear and realistic, updated after each meeting/skype conference.
- The Activity Plan is good to work with.
- Both of the meetings implemented so far were very effective. Agenda helped the consortium to prepare and the minutes were always detailed.
  To do list are always helpful to keep track with the progress of the project.
- Effective and constructive partnership meeting in Thessaloniki. Good to get to do lists.
- This is probably the best LdV consortium I have experienced: the work is done in good time, with co-operation and mutual support.

1.2. W.P.-1 How high is the respective knowledge and competences of the Partners of this consortium in terms of complementary to the benefit of the project?

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Average Score = 4.29
COMMENTS

- All the partners have a high competence and are very experienced in the project management of EU projects.
- We are convinced that the consortium of the partners have:
  - High level of knowledge and competences in terms of tutoring and mentoring
  - High experience on project management of EU projects
  - High experience regarding dissemination and exploitation activities
- All partnership institutions are highly qualified and experienced in the implementation of European project, especially in the field of vocational education and training. Partnership comprises complementary knowledge and competence needed to successful project implementation.
  The less experienced field for the Partnership is the certification procedures/ schemes. Therefore a great supplement od the “Partnership potential” is the knowledge and experience of sub-contractor.
- Good
- I think that the consortium was very well designed to implement this project.

Strengths
  - High level of knowledge on mentoring and tutoring
  - Skills and experience on project management
  - Experience on dissemination and exploitation activities

Weaknesses
  - None

- All seem committed to the project and although the level o competence in related areas is different everybody have enough background experience to be able to contribute. And I must add the British partners have provided a lot for the overall level we have reached when it comes to the modules.
- All partners appear to have high level of professional competence.
1.3. **W.P-1 How efficient were the resources that have been allocated to you in CERTI.MenTu compared with the demands of the Work Programme?**

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**Average Score = 3.57**

**COMMENTS**

- All the forms regarding the project management are available and have been used by the partners.
- We think that the resources and the tasks between the partners were well-allocated taking into account the knowledge, competences and experience of them and the demands of the project.
- Not good. The payments are late and it is difficult to understand the rules of partner counties, as I understood the coordinator.
- The allocation of resources was well designed with partners from the consortium implementing tasks on which they have expertise thus achieving high level of quality as well as cost savings.
- It was a pity that the project only got much less funding that was asked for. The level asked would have been appropriate. Now work time and the ability for communication in face to face meetings has diminished. We, as a partner, would have had more qualified people that could have provided expertise.
- Support from the transferring partner has been active, flexible and helpful.
2. Monitoring the achievement of the project outcomes against the project work plan

2.1. W.P-1 How effective has the Partnership been in terms of meeting the CERTI.MenTu Project Work Plan so far?

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Average Score = 4.14

COMMENTS

- According the project work plan some delays have been because of the complexity of the products, especially the European competence matrix, but we will manage it to complete the deliverables during the project duration.
- Taking into account the complexity of the products and the high demands of the project everything is almost the initial work plan. Some delays that occurred were not significant and did not significantly modifying the original work plan.
- Project work plan is executed effectively and on time. Deliverables planned for the first year of project execution were achieved.
- Good!
- I think that almost everything is according to the initial work plan without any significant delays
- I guess that we in some respects are little behind schedule but I am sure we till catch up.

2.2. W.P-4 Regarding the research in partners’ National report about mentors and tutors sector – challenges and trend: How useful do you think this has been to informing the subsequent development of the CERTI.MenTu project?

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Average Score = 4.29

COMMENTS
The report was very useful because he was the first step to develop the European matrix for mentors and tutors, it helped us to define the role of the mentors and tutors, to define the target groups of mentors and tutors and to find out which is the current situation of mentors and tutors in the partner countries.

We think that this report from each partner was very useful in order to develop the European matrix for mentors and tutors.

This national report were good base (presenting the current situation and trends for development of tutor and mentor sector) for further steps: development of the competence matrices for mentors and tutors.

The University of Gothenburg had done a great job with for the Swedish partners.

I feel that this report was very helpful since some of the information received through this report were used to develop the check lists for the ISO certification as well as to finalise the definition of mentors and tutors taking into account the reality in each country.

The comments of these reports have also helped the partners to finalise their pilots (target groups etc)

This has been very useful, and in particular the British contribution.

This has been of great use in understanding the position of the eventual ISO certification in our UK national scene. Others will say how much it has helped them.

2.3. W.P 6 - Regarding the “Developing and adapting the training materials and the documents for certification”: How useful have you found the process of developing a unit according to the template?

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Average Score = 4.57
COMMENTS

- That template is very useful for the further development of the modules taking into account the matrices for mentors and tutors.
- This procedure was very helpful in order to achieve a common style regarding the way of developing each unit from each partner.
- Development of the training materials is not completed yet, but it is very important step for the project implementation. Finished training materials will be a core for testing phase
- We have just stated this process.
- Firstly I feel that the workshop implemented in Thesalloniki was very helpful to finalise the template. The template is also very helpful for the design of the units and the uniformity of the units (since different partners will be developing different units). Another strong point is that the template links the matrices with the materials developed.
- We have got both well structures templates for our help and also continuously examples from the other partners that help working on the units.
- The template has given us a consistent approach without too many constraints.

3. The Quality of the Outcomes

3.1. W.P-2 How would you assess the use of the “Quality Management Handbook”?

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Average Score = 4.14

COMMENTS

- It is useful for the whole evaluation process
We think that the “Quality Management handbook” is quite useful in order to ensure the tasks, objectives and results that have been defined for the work packages of the project remain in line with CERTI. MEN.TU’s goal and are flexible enough to adjust to changing circumstances and requirements which could emerge during project implementation.

- We just started the use of handbook
- Good
- Very helpful handbook. Clear and specific dimensions of quality have been identified. A spherical aspect of quality has been adopted taking into account both deliverable evaluation as well as evaluation of events etc.
  Different evaluation tools have been designed to evaluate different aspects.
  Tools designed effective for quality evaluation taking into account different aspects of it.
- The handbook gives detailed description of the key quality elements of the projects.

3.2. W.P-3 Regarding dissemination purposes how effective do you think are / will be the CERTI.MenTu

(a) Brochure
(b) Newsletters and,
(c) Project Website to supporting the dissemination of the project?

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Average Score = 4.14

COMMENTS

- At this stage of the project those tools are very effective for the dissemination of the project.
- We think that the above mentioned (Brochure, Newsletter, Project Website) are quite effective for the time being and support the proper dissemination of the project.
As far as we do not have the main marketing product yet (trainings for mentors/tutors + certification), the dissemination process is still not on the full power, but we have already good tools.

The brochure and the newsletter in Swedish is good tools for us but the web page is in English so it is more difficult to use in a partner country.

All dissemination materials are well designed and effective for creating awareness for the project. I feel that the brochure has been very effective also for attracting participants for the pilots therefore achieving involvement of participants with the project.

If I talk of our own national circumstances, the focus for this project is now on the national agenda. So far the dissemination has not reached it’s potential, this is due to us hesitating to inform on only part-results. We will be much more busy when we have results from tests of courses and certification.

The quality is good as to content and design. However, our UK circumstances mean that they are useful as an addition to the impact we can have through personal presentations and conversations.

3.3. W.P-3 How effective are / will be the CERTI.MenTu dissemination strategy?

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Average Score = 4

COMMENTS

- It is guiding the dissemination activities of the partners, therefore it is a very effective tool of the project.
- We think that the dissemination strategy is well-designed serving the targets of the project.
- Till now there is no common dissemination strategy
- We must note and document the dissemination we have done in the partnership.
- I feel that the dissemination strategy will be very effective. Taking into account however that this project is very intense (with many deliverables), most of the dissemination will be implemented during the development of the project deliverables.
I feel that the project would benefit also from more dissemination activities after the finalisation of all products to actually get tutors and mentors, training centres, policy makers to be involved in the project but I am not sure there will be time for this.

- We will have channels for dissemination that are effective.
- The quality is good as to content and design.

However, our UK circumstances mean that they are useful as an addition to the impact we can have through personal presentations and conversations. We will also do our own newsletter including CertMenTu.

3.4. W.P-3 How effective are / will be the CERTI.MenTu the exploitation strategy to supporting the dissemination of the project?

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Average Score = 3.86

COMMENTS

- The exploitation strategy will be more effective at the end of the project, when the dissemination activities of the partners will continue.
- We think the exploitation strategy is very effective at this moment but will be more effective after the completion of the project targeting to continuing the dissemination activities of the project.
- Till now there is no common exploitation strategy.
- We are just finished the reports of stakeholders analyse and the exploitation strategy so it is difficult to answer.
- I feel that the exploitation strategy will be very effective provided that the consortium will continue implementing this strategy after the completion of this project.
- This is more difficult to say. There is much going on in terms of educational support for vocational mentors right now, since this is something in very high priority by the educational minister. But with our background I think that the results of this project will be exploited well.
- It is too early to be confident about this yet: the second year will be more important.
3.5. W.P-4 Producing the European competence matrix “tutor”:

(a) How would you assess this activity in terms of quality and results?
(b) Please comment what particular issues, if any, have you faced in relation to developing this material?

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Average Score = 4.86
COMMENTS

- The European matrix for tutors is one of the milestones of the project because it is the basis for the certification process and the development of the training modules for tutors. The matrix is very detailed and has a high quality.
- We think that European matrix for tutors is quite detailed and simple at the same time and characterized by high quality. It is a very critical deliverable for the development of this project.
- Good cooperation with all partners; consideration for specificity of national situations/solutions/understanding; high quality and usefulness of the result.
- The University of Gothenburg has done a lot of splendid work for us in the Swedish partnership.
- We feel satisfied with the final competence matrix for tutor. The main challenges for the development of this matrix were:
  - To ensure that the situation in all countries is taken into account and is reflected in the matrix.
  - To ensure that there is no duplication.
  - To keep the matrix as simple as possible so that it will be a helpful tool for the development of training materials.
  - To ensure that an assessment tool can actually be based on the matrix (so whatever is on the matrix can somehow be assessed).
  - To ensure that the wording used for the matrix is aligned with the EQF.
- Very good work at the meeting in Thessaloniki and very good work done on the national level by each partner.
• a) A very good product, comprehensive and useful
• b) This has taken a lot of time; but the work has been successful

3.6. W.P-4 Producing the European competence matrix “mentor”:

(a) How would you assess this activity in terms of quality and results?
(b) Please comment what particular issues, if any, have you faced in relation to developing this material?

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Average Score = 4.86

COMMENTS

• The European matrix for mentors is a milestone of the project as well, because it is the basis for the certification process and the development of the training modules for mentors. The matrix is very detailed and has a high quality.
• We think that European matrix for mentors is quite detailed and simple at the same time and characterized by high quality. It is a very critical deliverable for the development of this project.
• Good cooperation with all partners; consideration for specificity of national situations/solutions/understanding; high quality and usefulness of the result.
• The University of Gothenburg has also here done a splendid work for the Swedish partnership.
• We feel satisfied with the final competence matrix for mentor. The main challenges for the development of this matrix were:
  ✓ To ensure that the situation in all countries is taken into account and is reflected in the matrix.
  ✓ To ensure that there is no duplication.
  ✓ To keep the matrix as simple as possible so that it will be a helpful tool for the development of training materials.
To ensure that an assessment tool can actually be based on the matrix (so whatever is on the matrix can somehow be assessed)
To ensure that the wording used for the matrix is aligned with the EQF
• Very good work at the meeting in Thessaloniki and very good work done on the national level by each partner.
  a) A very good product, comprehensive and useful
  b) This has taken a lot of time; but the work has been successful

3.7. W.P-4 Producing the European report about the tutors and mentors:
  (a) How would you assess this activity in terms of quality and results?
  (b) Please comment what particular issues in terms of challenges and trends, have you faced in relation to developing this material?

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Average Score = 4.71

COMMENTS

• The quality is very high because it includes a summary of tutoring and mentoring of all the partner countries and gives a guideline for the matrices.
• We think that this deliverable characterized by high level of quality. Through this achieved a summarising of the reality of the partner countries in terms of tutoring and mentoring.
• Good cooperation with all partners; consideration for specificity of national situations/solutions/understanding; high quality of the result
• It is a good report and it is interesting reading.
• We feel that this deliverable is of high level of quality
Main challenges identified were due to the differences between countries especially in the following:

- Terminology of formal, non-formal and informal learning (used differently in different countries)
- Differences in the regulations etc of different countries that had to be reflected in the European report

- This is a qualified document.
- The work is of good quality as an introduction and to identify key differences.
- Its use in developing the products is mainly to enable us to see how different countries might need to adapt their curriculum.

3.8. Is there anything else you would like to comment upon?

**COMMENTS**

- The consortium is cooperating very well and there is a very good atmosphere at the project meetings and skype meetings. We think that we will finish the project in time with a high quality of products.
- We think that CertiMenTu is a very demanding project but because of the very good and productive atmosphere, the quite effective coordination and the high level of professionalism of the European partners all the activities and the deliverables will be completed as initially planned with a high quality, without delays.
- I’m so sorry that I don’t have had the possibility to take part in the project meetings so far. I hope that the meeting in Cyprus is going to be good.
- We feel that this is in fact a very good project with high level of quality results. Because of that we believe that results will be maintained and used after the end of the project or even that more levels will be developed in the future.
- Only to repeat that we are very satisfied with the conduct of the project and our role in it.
Interim quality report - evaluation questionnaire results