

Quality Assurance in Projects: From Principles to Practice

Workshops sessions

Duration	Description
15	Workshop 1: Defining quality assurance standards for WPs in a project Duration: 15 minutes (group work) + 15 minutes (presentations) Purpose: The purpose of this exercise is to guide participants through the process of identifying what quality means within the context of their assigned WP and to develop clear, measurable and realistic QA standards. These standards should reflect both process quality (how work is delivered) and output quality (what the final deliverable looks like). By engaging partners in hands-on analysis, the workshop strengthens their shared understanding of quality expectations, reduces inconsistencies and supports the creation of a coherent QA framework that can be applied across the entire project. Instructions: Participants are divided into four groups, with each group assigned one of the predefined WP scenarios: (1) Training curriculum development, (2) Testing and piloting the curriculum, (3) Dissemination activities and (4) Impact assessment. Each group receives a short description of their WP along with a simple template they will use during the exercise. The goal is to allow participants to work quickly and efficiently while focusing on the essential aspects of quality assurance relevant to their assigned tasks. Each group begins by briefly reviewing the WP assigned to them to ensure a shared understanding of its main tasks, expected deliverables and stakeholders involved. After this short overview, the group identifies two to three key risks that could affect the quality of the WP e.g. delays, incomplete information, inconsistencies in content or weak coordination. This initial step helps orient the discussion toward real challenges the QA standards should address. Once the risks are identified, the group formulates two to three concrete QA standards that define the minimum acceptable level of quality for their WP. These standards should be clear, realistic and measurable, covering both the quality of the process (e.g. internal review steps, timely communication) and the quality of the final output (e.g. accuracy, completeness, relevance). The standards should be phrased as practical expectations that can be consistently applied during implementation. Finally, the group briefly discusses how each standard will be monitored in practice. They consider what evidence will demonstrate compliance such as

	review notes, approval emails, version logs or meeting minutes and <i>who should be responsible</i> for overseeing this. The goal is to ensure that each standard can be meaningfully tracked within the project, without creating unnecessary administrative burden.
15	Plenary presentation of group work During the plenary presentation, each group presents the QA standards they developed for their assigned Work Package, along with a brief explanation of the risks they identified and the monitoring methods they proposed. This segment allows participants to compare approaches, recognize common challenges across WPs and discuss the rationale behind their choices. The trainer highlights similarities and differences between groups, drawing attention to cross-cutting standards such as timeliness, accuracy, documentation quality, and internal review procedures.
15	Workshop 2: Developing qualitative indicators and data collection methods Duration: 15 minutes (group work) + 15 minutes (presentations) The aim of this workshop is to help participants apply their understanding of KPIs and data collection tools to real project activities. Unlike Workshop 1, which focuses on defining quality standards, Workshop 2 encourages participants to think more critically about how change and quality will be measured through qualitative indicators. The exercise supports the development of practical, outcome-oriented indicators that provide insight into participant experience, stakeholder engagement, knowledge gained, behavioural shifts, and the perceived value of project interventions. 1. Training Course for Service Providers and Policy Makers on Supported Employment (SE) – Develop qualitative indicators that capture changes in participants’ knowledge, attitudes, confidence and perceived relevance of the training. Propose suitable data collection methods to assess these aspects before, during and after the training. 2. Final Project Conference – Formulate qualitative indicators that measure participant experience, perceived usefulness of the content, quality of discussions, networking opportunities. Identify data collection tools appropriate for capturing insights from a diverse audience. 3. Outreach and Visibility Campaign – Design qualitative indicators that assess audience engagement, message relevance, clarity, and perceived credibility of the campaign. Select data collection methods that allow for the collection of feedback from both primary and wider audiences. 4. Knowledge Transfer and Capacity-Building Processes Across Work Packages – Develop qualitative indicators that capture learning uptake, collaboration effectiveness, internal communication quality, and the perceived value of technical support within the consortium. Recommend tools that can document these aspects throughout implementation.

15	Plenary presentation of group work During the plenary presentation, each group shares the qualitative indicators and corresponding data collection methods they developed for their assigned topic, briefly explaining how these reflect the expected outcomes provided in the instructions. This segment allows participants to compare different approaches, discuss the reasoning behind their choices, and identify common principles that can be applied across activities. The trainer highlights recurring patterns such as the importance of clarity, feasibility and alignment between indicators and tools and encourages participants to consider how these examples can contribute to a coherent project-wide monitoring framework. The plenary exchange helps harmonize expectations across partners and strengthens collective understanding of how qualitative indicators support meaningful, evidence-based reporting.
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