



**Online vocational training
course on maintenance of turf
sport fields**

DELIVERABLE

D1.1

D1.1.- QUALITY PLAN

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1.- OBJECTIVES OF THE TELETURF PROJECT.

As an introduction to this document, it is convenient to make a brief contextualization of the project in which we are.

1.1.- The Erasmus +

Under the 2020 strategy, it encompasses a whole series of initiatives in the world of sport, education, training and youth.

This new program focuses on formal and informal learning beyond the borders of the EU, with a clear vocation of internationalization opening to third countries with the aim of improving the educational and training capacities of the people for the employability of students, teachers and workers.

1.2.- What is the European Teleturf project?

The aim of the program is to create a free online course at a European level, which is open to all users, whose content is intended to improve the efficiency and effectiveness of the maintenance of artificial turf fields, as well as to improve the skills and the specialization of workers in the field of sport maintenance.

The target public consists of professionals from the public and private sectors involved in the management and maintenance of facilities, entrepreneurs and unemployed looking for new job opportunities, facilities managers, volunteers involved in maintenance tasks and maintenance companies of artificial turf.

1.3.- Justification of the project.

This project seeks to promote excellence in the maintenance of artificial turf facilities. The current reality shows that many of the people involved in the maintenance of this type of facilities have no specific training.

This objective is articulated from the following fundamental axes:

- Improve the safety and quality of artificial turf sports fields. Currently, the reality is that their useful life is around 10 years and, as a result of the maintenance deficiencies, the quality and safety levels of these areas decrease considerably after the fifth year.
- In addition, and in relation to the above, it is intended to achieve economic savings of around 750 million € per year throughout the European Union through the reduction of costs in the maintenance of artificial turf.
- In turn, it is intended to achieve associated benefits such as reduction of pollutant emissions and energy savings due to the decrease in artificial turf production.

2.- OBJECTIVES OF THE QUALITY PLAN.

The Quality Plan is one of the most important documents that are developed within the planning phase of a project. This tool will allow us to control the degree of compliance of the different stages of the project, according to previously established requirements.

In the first months of the project, the FDM must elaborate a Quality Plan specific to the TELETURF project that includes:

- The procedures for the continuous monitoring of the results and inform them to all project partners throughout the life of the project.
- Methods and tools for obtaining results and indicators related to the technical quality of project results.

In relation to all this, a **Quality Report** should be issued every six months.

In the present case, this Quality Plan establishes two levels of control (processes and products):

- **Control of project requirements.** Concerning work processes, applicable regulations and project management procedures. These requirements are determined either by the European Union itself or by the Project Management.
- **Control of product requirements.** Those characteristics that the product resulting from the project must fulfill. Determine if the scope of said product is satisfactory and responds to what is stipulated in the previous requirements.

Likewise, three elements will be analyzed with the established quality parameters:

- Implementation of work packages and project tasks.
- Transnational Meetings and Multiplier Events.
- Coordination and communication between partners.

3.- IMPLEMENTATION OF WORK PACKAGES AND TASKS OF THE PROJECT.

Firstly, in order to have an overview of both the tasks to be carried out and the chronology to carry them out, it is important to present the overall work plan for the project.

	LEADER	2017												2018											
		APRIL 1-15 16-30	MAY 1-15 16-31	JUNE 1-15 16-30	JULY 1-15 16-31	AUGUST 1-15 16-31	SEPTEMBER 1-15 16-30	OCTOBER 1-15 16-31	NOVEMBER 1-15 16-30	DECEMBER 1-15 16-31	JANUARY 1-15 16-31	FEBRUARY 1-15 16-28	MARCH 1-15 16-31	APRIL 1-15 16-30	MAY 1-15 16-31	JUNE 1-15 16-30	JULY 1-15 16-31	AUGUST 1-15 16-31	SEPTEMBER 1-15 16-30	OCTOBER 1-15 16-31	NOVEMBER 1-15 16-30	DECEMBER 1-15 16-31			
W.P.1 MANAGEMENT	FDM																								
T.1 Preparation of the Quality Plan	FDM																								
T.2 Implementation of the work plan	FDM																								
T.3 Preparation of progress and final reports	FDM																					D.1.3			
W.P.2 DEVELOPMENT, INTEGRATION AND ADAPTATION OF TRAINING CONTENT AND VET CURRICULA	IBV																								
T.1 Definition of the training requirements	FDM																								
T.1.1 Procedure for the focus group																									
T.1.2 Performance of the focus group																									
T.1.3 Preparation of the questionnaire																									
T.1.4 Fulfilment of the questionnaires																									
T.1.5 Performance of the report																									
T.2 Definition of the learning objectives	ISA SPORT																								
T.3 Definition of the course structure	IBV																								
T.4 Definition of the evaluation and self-assessment methods	IBV																								
T.5 Definition of the recognition framework	IBV																					D.2.3			
W.P.3 IMPLEMENTATION AND VALIDATION OF THE PILOT ONLINE COURSE	ISA SPORT																								
T.1 Develop the training contents	ISA SPORT																								
T.2 Configuration of the e-learning platform	IBV																								
T.3 Integration of the contents on the e-learning platform	IBV																								
T.4 Implementation of the on line review	FDM																								
T.5 Validation of the on line course	MARSEILLE																								
T.6 Implementation of the modifications	IBV																								
W.P.4 IMPLEMENTATION OF THE OPEN ONLINE COURSE IN ENGLISH, SPANISH, FRENCH AND DUTCH	IBV																								
T.1 Pilot course	IBV																								
T.2 Implementation of the improvements according to the results of T.1	IBV																								
T.3 Translation of the training contents to the different languages	FDM																								
T.4 Implementation of the translated contents in the e-learning platform	IBV																					D.4.1			
W.P.5 DISSEMINATION OF THE PROJECT RESULTS	ACES																								
T.1 Dissemination Plan	ACES																								
T.2 Project website creation and updating	FDM																								
T.3 Continuous dissemination activities	ACES																					D.5.3			
W.P.6 EXPLOITATION OF THE PROJECT RESULTS	GEPACV																								
T.1 Continuous monitoring of TELETURF potential stakeholders	IBV																								
T.2 Exploitation Plan	GEPACV																					D.6.2			

3.1.- Introduction of work packages and associated tasks.

The Project activities have been divided into six work packages, distributed over the two years duration of the work, with its own Schedule as seen in the previous planning. The following is a list of work packages, tasks and responsible for each of them.

WORK PACKAGE : MANAGEMENT.

The main objective of this work package is to ensure the success of the project objectives, and to ensure that they are carried out with a high level of quality; it must also ensure the correct resolution of any problems that may arise, as well as ensure compliance with the established schedule and budget.

WORK PACKAGE 1

Project management (January 2017 - December 2018). The **tasks** that will be carried out are the following:

- Preparation of the Quality Plan
- Implementation of the Work Plan.
- Preparation of the Progress Report and Final Report.

DELIVERABLES:

- Progress Report (September 2017)
- Quality Report (December 2017)
- Final Report (December 2018)

MILESTONES:

- Deliverables reported in time and form.
- Quality Plan (September 30, 2017)
- International project launching meeting (Valencia, April 2017)

The tasks and procedures that make up this work package are described in more detail below:

- Communications between project management and the National Agency / European Commission: negotiations between the parties, contracts, issuance and forwarding of required reports and, finally, any administrative procedures needed to justify the successful completion of the project.
- Coordinate communication between each of the partners, in order to achieve the programmed objectives.
- Monitoring and control tasks of the project development: achievement of objectives, adjustment to the schedule, budget control, product quality level.
- Resolution of conflicts between the parties.

- Receipt and submission of partners' financial documents. Management of charges and stipulated payments.
- Coordinate the communication policy of the project that is carried out by all partners.
- Management of regular operations (ordinary operations)

Quality politics

- Use the financial information templates provided by the project management and present them together with supporting documentation every six months.
- Keep all financial documents for five years, in anticipation of future requirements of the European Commission.
- Respect the established deadlines. Report any delay to the Task Team Leader, who will agree to the revision of the same with Project Management.
- All project products, including reports, plans and dissemination materials, should include the logo and the disclaimer. All dissemination material, both paper and electronic, must carry the Erasmus + logo and disclaimer, using the required literal text.
- All project presentations and reports must follow a common template, which appears in the Annexes to this document.
- All partners should be aware of data protection and copyright by making clear reference to any source they are using when preparing project materials.

WORK PACKAGE 2: DEVELOPMENT, INTEGRATION AND ADAPTATION OF THE CONTENTS AND VET CURRICULA.

The main objective is to define the specifications and the design of the course, including the materials necessary for its development.

WORK PACKAGE 2

Development, integration and adaptation of the curricular contents of the course (April 2017 - September 2017). The **tasks** that will be carried out are the following:

- Definition of requirements.
- Definition of learning objectives.
- Definition of the structure of the course.
- Definition of evaluation methods.
- Definition of a recognition framework.

DELIVERABLE:

- Report with maintenance requirements (June 2017)
- Report with training preferences (June 2017)
- Report with contents VET Curriculum (September 2017)

MILESTONES:

- VET Course curriculum defined (September 2017)

Quality politics

- In the process of detection of needs will try to use quantitative methodology (surveys) and qualitative (interviews and discussion groups).
- A network of contacts will be created, which will be taken into account throughout the life of the project as stakeholders.
- The VET curriculum will define the learning objectives (the knowledge, skills and competencies to be acquired) and the structure of the project. This document will be the basis for developing the course contents in WP3, which will have to meet the training needs detected. The Team Leader of the Work Package (IBV) will send its final report to all project partners, so that all of them validate the conclusions reached.
- The objectives will be achievable, realistic, measurable and with deadlines for the selected objectives. The defined learning objectives will be approved by all members of the consortium.
- In order to improve the quality of the products, the defined content structure will be approved by all members of the project.

WORK PACKAGE 3: IMPLEMENTATION AND VALIDATION OF PILOT ONLINE COURSE.

The course materials will be developed and implemented in a virtual campus and will be validated internally and externally. The validation will focus on the adequacy of the developed telematics course compared to the capabilities and needs of potential users.

WORK PACKAGE 3

Implementation and validation of the online pilot course (September 2017 - February 2017). The **tasks** that will be carried out are the following:

- Development of training contents.
- Configuration of the learning platform.
- Integration of the contents in the platform.
- Internal review.
- External review (Marseille multiplier event)
- Implementation of the modifications.

DELIVERABLE:

- Training content in English (October 2017)
- Initial version of the online course in English (February 2018)

MILESTONES:

- Training content in English (October 2017)
- Initial version of the online course in English (February 2018)
- Multiplier event in Marseille (November 2017)
- International Meeting Marseille (November 2017)

Quality politics

- Course content should be designed to be clear, concise and easy to understand. The language should be simplified, the appropriate technical language. It should also be kept in mind at all times that this section should be translated into the four official languages of the project, so the structure should be simple and clear.
- The copyright must be respected in any image or text used. The sources used must be clearly referenced.
- Particularly important is to meet the deadlines, and to notify any variation that may occur.
- The external validation in the multiplier event in Marseille will be carried out with 15 people; it is advisable to get 5 people from Spain, France and Holland respectively.

WORK PACKAGE 4: IMPLEMENTATION OF THE ONLINE COURSE IN ENGLISH, FRENCH, SPANISH AND DUTCH.

The structure and content of the course will be reviewed and modified according to the conclusions drawn from the previous work package. A final execution of the course will be carried out, including the translation into the other languages of the consortium.

WORK PACKAGE 4

Implementation of the online course in Spanish, English, French and Dutch (March 2018 - December 2018). The **tasks** that will be carried out are the following:

- Development of pilot course (external validation by 15 people).
- Implementation of the improvements extracted from the pilot course.
- Translation of the contents into the four languages.
- Implementation of the translations in the learning platform.

DELIVERABLE:

- Translation of contents in the four languages (November 2018)
- Final course on line (December 2018).

MILESTONES:

- Final course on line free access (December 2018)

Quality politics

- All partners will participate in the recruitment of participants for pilot courses. A minimum of 15 participants per country is recommended.
- To ensure that the training material is available after the life of the project, and available for future reuse by the target market, from the point of view of quality, it is recommended to develop the training material in e-learning format using multimedia technologies.
- The content must be published in all partner languages.
- The e-learning platform should be easy to use, available in all partner languages and be interactive to encourage end users to use it.

WORK PACKAGE 5: DISSEMINATION OF THE PROJECT RESULTS.

The aim is to provide the project with a diffusion and communication framework at local, regional, national and european level.

WORK PACKAGE 5

Dissemination of project results (January 2017 - December 2018). The **tasks** that will be carried out are the following:

- Preparation of the Dissemination Plan.
- Creation of own website of the project.
- Continuous dissemination of activities.

DELIVERABLE:

- Dissemination Plan (September 2017).
- Project website (April 2017).
- Dissemination reports (December-17, June-18, December-18).

MILESTONES:

- Dissemination Plan (September 2017))

Quality politics

- All dissemination activities carried out by all partners must be recorded. Likewise, all this documentation should be collected in the common information repository (Google Drive), accessible to be consulted by the SEPIE or European Commission.
- All partners must have on their website a permanent section giving an account of their participation in the TELETURF project, as well as a news item explaining the general lines of the project. It is obligatory to show the link to the official website of the project, www.teleturf.eu
- Each partner must clearly follow the dissemination instructions, and comply with the required standards, available in the common information repository (Google Drive).

WORK PACKAGE 6: EXPLOITATION OF THE PROJECT RESULTS.

The aim is to ensure the sustainability of the results beyond the project, its execution in the widest possible way and its continuous updating beyond the life of the project.

WORK PACKAGE 6

Exploitation of project results (January 2017 - December 2018). The **tasks** that will be carried out are the following:

- Continues monitoring of potential TELETURF interest groups.
- Elaboration of the Exploitation Plan.

DELIVERABLE:

- Continues monitoring of potential TELETURF interest groups (September 2017).
- Elaboration of the Exploitation Plan (December 2018).

MILESTONES:

- Final Exploitation Plan (December 2018).

Quality politics

- Continuous monitoring of potential stakeholders is recommended, so all partners should create and regularly update a stakeholder register. This record will be used to create a mailing list to have an updated target group database with the project results and encourage people to attend the pilot tests.
- Sent emails must include a mechanism to unsubscribe from the list to comply with data protection issues.

4.- TRANSNATIONAL MEETINGS AND MULTIPLIER EVENTS.

This section of vital importance to know firsthand the progress of the project. Face-to-face meetings between partners and feedback from external users generate valuable information to evaluate the quality and effectiveness of the work performed.

4.1.- Transnational meetings.

Three meetings scheduled throughout the program. The objective of these meetings is to monitor and report on the progress of the project in relation to the planned, to establish corrections to possible deviations and to organize future actions. The meetings are as follows:

1. Kick off meeting (April 2017, Valencia). All partners jointly reviewed objectives, activities, procedures and identified responsibilities. The activities corresponding to IO1 were detailed.

2. Second meeting (November 2017, Marseille). The partners will evaluate the work carried out in this first year of the project and will plan future actions.

3. Third meeting (December 2018, Brussels). The final results will be ready, and it is time to establish the operating conditions of the product. The partners will establish the bases of a future collaboration that guarantees the subsistence of the project.

Quality politics

- The organizer of the meeting is responsible for preparing the following documentation, which is essential when justifying the expenses assigned to this budget item:
 - o Statement signed by the destination organization specifying the name of the participant, the purpose of the activity, in addition to its start and end date.
 - o Agenda of the meetings and final minutes of the meetings.
 - o Evidence of attendance at the transnational project meeting in the form of a list of participants signed by them and the destination organization, specifying the name, date and place of the transnational project meeting and, for each name, e-mail address and signature of the person concerned, in addition to the name and address of the organization of origin of the person concerned.
- Meetings will be recorded and the audio will be made available to all partners in the Google Drive repository.
- All attendees must provide boarding cards to Project Management, in order to justify attendance at the meeting.

4.2.- Multiplier events

Two meetings scheduled during the project execution period. The objective is to carry out field work related to the intellectual products that are being worked in parallel. The events are as follows:

- 1. Workshop of TELETURF Project (November 2017, Marseille).** Event framed within the acts that are carried out on the occasion of the European capital of sport. It will have the participation of end users from different countries, in order to validate the contents of the course. It will have a practical part where the participants will be able to apply the contents of the course in a real environment. A forum will be held for the exchange of views on the work done.
- 2. Launch of TELETURF course (November 2018, Brussels).** Take advantage of the ceremony in which ACES presents the European Sports Awards in the Parliament of Brussels to announce the launch of the TELETURF course. The positive synergies that are created by matching both events are evident.

Quality politics

- It is imperative that the intellectual products related to the event are finished before the beginning of the event. Also, it is necessary to ensure a high level of quality in the meeting, which is truly a test of the progress made in the project.
- The organizer of the event must provide Project Management with the following documents:
 - o a list of attendees signed by them, specifying the name, date and place of the multiplier event and, with respect to each participant, the name, e-mail address and signature of the interested party, in addition to the name and address of the organization of origin of the person concerned.
 - o detailed agenda and documents used or distributed in the multiplier event.

5.- COORDINATION AND COMMUNICATION BETWEEN PARTNERS.

Two aspects deserve to be highlighted in this section: on the one hand, the tool common to all partners used as an information repository, used in turn as a means of communication with the National Agency (SEPIE) in the audit tasks carried out to supervise the project; on the other hand, meetings to be held between all partners in order to check the progress of the work carried out and to take corrective action if necessary.

5.1.- Common tool: Google Drive.

We have opted for this free collaborative tool that responds to the needs generated by the coordination of the project. This repository allows the following:

- Provide the different partners with the models required for the administrative tasks of the project.
- File the documents requested by SEPIE as justification for the project.
- Access all documentation related to the project and can be consulted at any time.

Access to this tool is allowed to the following people:

USUARIO	ENTIDAD	CORREO ELECTRÓNICO
D.ª Anne de Maximy	VILLE DE MARSEILLE	anne2max@gmail.com
D.ª Nilza Reis	GEPACV	nilzakreis@gmail.com
D. Francisco Martínez	GEPACV	gepacv@gmail.com
D. Gert Jan Kieft	ISA SPORT	gertjan.kieft@gmail.com
D. Hugo Alonso	ACES	hugoac74@gmail.com
D.ª Inmaculada Albarracín	CESPEVAL	inmacespeval@gmail.com
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D. José Miguel Medina	FDM	josemiguel.medina@gmail.com
D. Jordi Monzó	FDM	Jordimonzo77@gmail.com
D. Rafael Aleixandre	FDM	Rfl.aleixandre@gmail.com

5.2.- Coordination meetings.

Each of the participating entities will assign a representative who will be responsible for preparing and attending the coordination meetings. Coordination meetings may be face-to-face or by videoconference. The different types of meetings that are established are:

- **Project check meeting.**
 - Objective: to monitor the progress of the work packages and the sharing of work done by each participant
 - Periodicity: quarterly
 - Attendees: One representative of each partner
- **Work package check meeting.**
 - Objective: to evaluate the progress of each work package in progress and, where appropriate, the packages that are planned to start soon.
 - Periodicity:
 - Before the start of a work package
 - At the end of the work package
 - Attendees: Coordinator + Responsible work package
- **Deviations process meeting**
 - Objective: to deal with deviations to the planning project.
 - Periodicity: when a deviation is detected.
 - Attendees: Coordinator + Responsible work package.

6.- STEERING COMMITTEE AND EXTERNAL QUALITY COMMITTEE.

The management of all quality activities will be carried out through the Steering Committee, formed by a member of each of the partners involved in the project. The purpose of both committees is to monitor the results of the project in order to ensure their quality, excellence and adequacy to the objectives set, through various internal evaluations throughout the two years of development of the tasks.

6.1.- Steering Committee.

Formed by a representative of each of the partners that are part of the project. In charge of carrying out an internal evaluation of the results of the project, it has the following members:

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D.ª Anne de Maximy	VILLE DE MARSEILLE	anne2max@gmail.com
D.ª Nilza Reis	GEPACV	nilzakreis@gmail.com
D. Gert Jan Kieft	ISA SPORT	gertjan.kieft@gmail.com
D. Hugo Alonso	ACES	hugoac74@gmail.com
D.ª Inmaculada Albarracín	CESPEVAL	inmacespeval@gmail.com
D. Sergio Puigcerver	IBV	serpuipa@gmail.com
D. Enrique Orts	FDM	rfl.alexandre@gmail.com

6.2.- External Quality Committee.

Composed of members of end users designated by each of the project partners. In charge of evaluating each of the intellectual products that form the project, its members are appointed in each external evaluation action:

NOMBRE	ENTIDAD	CORREO ELECTRÓNICO
	VILLE DE MARSEILLE	
	GEPACV	
	ISA SPORT	
	ACES	
	CESPEVAL	
	IBV	
	FDM	

7.- QUALITY REPORTS.

As a result of the analysis of the presented schedule, it has been chosen to present three Quality Reports throughout the two years duration of the project. These three reports coincide with the completion of work packages 2, 3 and 4, and will include internal and external analysis.

To prepare these reports, reference will be made to the surveys that will be provided to the different partners and external collaborators. The objective is to present a report that controls and evaluates each of the six work packages that make up the project.

The planned timetable of these reports is as follows:

REPORT	DATE	WORK PACKAGE	EVALUATED PERIOD
Quality Report 1	oct-17	WP1, WP2, WP5, WP6	Jan. 17 – Sept. 17
Quality Report 2	mar-18	WP1, WP3, WP5, WP6	Oct. 17 – Feb. 18
Quality Report 3	dec-18	WP1, WP4, WP5, WP6	Mar. 18 – Dec. 18

Likewise, and at the internal level of the project, at the same time, a Record of Lessons Learned will be created, which will be completed by the Project Management with the participation of all partners. This registry will allow to incorporate a list of good practices that can be taken advantage of by any of the project participants in future works that are carried out.

TELETURF

Consortium:



Project number:	2016-1-ES01-KA202-025236
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