



TECH TIME 2 SKILL
Quality Assurance Plan

06/23

About Tech Time 2 Skill

Tech Time 2 Skill's main goal is to encourage the acquisition of IA and Cybersecurity skills by the European labour force by piloting and deploying training programmes focusing on the most in-demand advanced digital skills in AI and Cybersecurity. The project targets specifically SMEs staff as well as job seekers, in order to foster EU's digital talents pools, thus supporting the digital transformation of European SMEs in a sustainable manner.

By focusing on offering training to SME's staff (leaders, managers and high skilled workers) and to job seekers for them to develop skills addressing SMEs demands, the project aims at strengthening and optimizing SMEs economic activity : SMEs staff will be able to improve their practices and develop new ones (for example, on data management of clients or security of intern processes and data).

By deploying training on AI and Cybersecurity at different levels : acculturation, intensive training and specialisation, the project will contribute to involve all actors of the workforce : leaders, employees and job seekers, in the acceleration of the EU digital capacities. In particular, the acculturation of SMEs leaders and managers will contribute to raising awareness of all actors of the European economy on the value and importance of AI and Cybersecurity in the present and upcoming years.

Project partners

The Tech Time 2 Skill consortium is composed of 6 partners led by Bencode bringing together VET providers, SME networks and an industry leader in the associated partner Microsoft.

Full partners

1. BeCode (Belgium)
2. Simplon.co (France)
3. Factoria F5 (Spain)
4. PIMEC (Spain)
5. Agoria (Belgium)
6. Agence du Numérique (Belgium)

Associated partners

1. Microsoft



Revision History			
Version	Date	Modified by	Comments
1	15/05/2023	Simplon.co	Initial version
2	15/06/2023	Simplon.co	Integrating modifications to tables

Legal Disclaimer

The European Commission's support for the production of this publication does not constitute an endorsement of the contents, which reflect the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

Disclosure statement

The information contained in this document is the property of the Tech Time 2 Skill Consortium and it shall not be reproduced, disclosed, modified or communicated to any third parties without the prior written consent of the aforementioned entities.



TABLE OF CONTENTS

1 Introduction	5
2 Quality assurance organisational structure and teams	7
2.1 Global project quality assurance team	7
2.2 Work Package leaders	8
2.3 Associated partner Microsoft	8
2.4 Pedagogical quality assurance team	8
2.5 Internal quality assurance teams	9
3 Quality management & processes	10
3.1 General Project Quality Assurance Process	10
3.2 Training and Pedagogical quality assurance review	15
Annex 1 Quality Assurance Review Template	17



1 INTRODUCTION

This document outlines the Quality Assurance Plan for the Tech Time 2 Skill consortium, detailing a strategy for Continuous Quality Assurance and Management to ensure high standards throughout the project. It establishes processes to meet objectives, maintain activity and output quality, and boost collaboration and impact. The plan implements a mix of internal and external quality and impact evaluations, which aim to ensure activities align with the Grant Agreement and project objectives.

The Tech Time 2 Skill partnership adopts a proactive quality assurance approach, encouraging early risk identification and mitigation to minimise impact on subsequent activities. The Quality Assurance strategy opts not for completely separate quality assurance teams and separate meetings, but rather to implement quality assurance activities into each of the project's activities. Quality assurance is made part of each partner meeting, whether it be within the steering committee or within the pedagogical meetings.

Quality Assurance targets four strategic areas which are detailed in this document:

- project management quality. This refers to general internal management of the project
- partnership interaction, which is essential to the success of the collaborative nature of the project
- relevant and impactful content creation for the training activities
- the outputs' impact on achieving project goals, i.e increasing awareness of AI and cybersecurity issues for SMEs, and bootcamp training for jobseekers.

Generally, we can say that the first two areas (project management and partnership interaction) are managed within WP1. The remaining two are piloted by the partners within WP2, which oversees the content and pedagogical quality of the training activities in WP3, 4 & 5.

Though this strategy sets out its own plan for quality assurance within the project, the partners' own quality assurance teams are not forgotten. With 3 experienced VET providers within the consortium, quality assurance of training is paramount,



whether it be tightly controlled by national legislation (as is the case for example for Simplon.co with qualiopi) or not. As the majority of activities within the Tech Time 2 Skill project are training sessions, the partners' quality assurance teams will of course continue to follow the training and be included in the quality assurance for the project. We therefore have two levels of quality assurance: a macro project-wide level piloted by Simplon.co, and a local level, piloted by each of the training partners, Simplon.co, Bencode and Factoria F5.

The plan defines partner roles, sets performance indicators, and provides guidance and templates to ensure deliverable quality and consistency.



2 QUALITY ASSURANCE ORGANISATIONAL STRUCTURE AND TEAMS

The quality assurance concept put forward in the current strategy starts with the idea that quality assurance is present at all levels of the project, with differing roles for members. Globally, the structure is on five levels:

- A global **Quality Assurance Team** that is responsible for the overall coordination and overseeing of quality assurance and control procedures. The Quality Assurance Team includes a *senior expert* external to the project to advise on strategy, methodology of quality assurance.
- **Work Package Leaders** lead quality management procedures for their Work Package (WP), taking the ultimate responsibility for the timely delivery and expected quality of WP deliverables.
- **An Associated Partner** who oversees and reviews relevant project outputs, notably the pedagogical design and implementation of training.
- A **pedagogical quality assurance** team, focused on pedagogical excellence for the project
- **Internal quality assurance teams** for the training partners (Simplon.co, Bencode, Factoria F5), interacting with project teams for the training activities

There is of course overlap between some of the people within these groups, certain people have multiple roles within this general structure.

2.1 GLOBAL PROJECT QUALITY ASSURANCE TEAM

The global project quality assurance team is led by Simplon.co. Included within the team are the different project managers from the project partners.

Further, to ensure the highest possible level of technical quality throughout the project, Simplon.co decided to include a quality assurance technical expert to the team, to advise on strategy and methodology:

- **Kévin Nanor** - quality assurance Manager at Simplon.co

The Quality Assurance Team is assigned the following tasks and responsibilities.

- Develop the quality assurance plan to document the quality assurance strategy for the duration of the Tech Time 2 Skill project.
- Present the plan to the Consortium and provide explanations/clarifications on quality assurance and monitoring processes to facilitate partners' understanding.
- Develop and oversee the implementation of process guidelines and work packages performance, notably through the creation of the Quality assurance review form (see below).
- Oversee and lead the project quality assurance within the steering committee.
- Ongoing monitoring of project implementation and advising the other quality assurance teams on their progress.
- Maintain close collaboration with WP Leaders to prevent any failure risks, provide support for improvement, and ensure that WP tasks are completed in an efficient and positive collaboration environment.
- Review of all project deliverables and outputs during each of their development stages and before submission, identifying and implementing possible improvements.
- Trigger preventive and remedial actions, if need be.



2.2 WORK PACKAGE LEADERS

Work Package Leaders and Co-Leaders play a crucial role in overseeing the technical and research activities within a Work Package (WP), aiming to ensure the work is carried out properly and on schedule, and that WP goals are achieved. This involves engaging all partners assigned to the WP, at a minimum, in line with the specifics laid out in the Technical Description. Ultimately, Work Package leaders are responsible for the content and outputs of their work package. Some of their tasks:

- Setting priorities and guiding the implementation of WP tasks.
- Communicating plans and partner involvement in a timely manner.
- Providing precise documentation to partners
- Facilitating close cooperation and mitigating any risks of failure or underperformance.
- Identifying potential risks and deviations and reporting them to the Project Manager
- Implementing measures to prevent significant delays and poor outcomes.
- Overseeing the application of corrective actions at the WP level.
- Conducting quality assessments for their WP.
- Ensuring that WP tasks and outcomes are delivered by partners on time.
- Optionally, suggesting improvements to partners, including processes, communication, and collaboration methods.

2.3 ASSOCIATED PARTNER MICROSOFT

The consortium is lucky enough to have AI and Cybersecurity industry leader Microsoft on board as an associated partner for the project. Microsoft's principal role is to provide guidance to the partners on various work packages and activities, including:

- Pedagogical design and course content, including the quality of the materials, the skillset of training.
- The AI and Cybersecurity needs of SME clients
- Maintaining iterativity in the content and tools used by the partners for AI and Cybersecurity courses

For these tasks, different members of the Microsoft team participate in meetings with the project staff, including experts on AI, Cybersecurity, and the social inclusion team

2.4 PEDAGOGICAL QUALITY ASSURANCE TEAM

The pedagogical quality assurance team is run by WP2 leader Simplon.co, specifically by International pedagogical engineer Timothée Leenhardt. Pedagogical engineers from VET training partners Bencode and Factoria F5 also participate, as well as experts from the remaining partners Agoria, AdN and PIMEC. Quality assurance activities for the pedagogical team include:

- Quality assurance on the content provided by external engineers (subcontractors)
- Quality of all pedagogical content
- feedback on quality of training within work packages 3, 4 and 5, i.e acculturation days, 5 days courses and bootcamps
- Quality assurance on the implementation of training activities by trainers: participation in training events, feedback and advice to trainers etc.



- Methodology quality assurance, insuring for longer courses that training is skills based and based around the active learning practices of the partners.

2.5 INTERNAL QUALITY ASSURANCE TEAMS

The training providers within the consortium (Simplon.co, Becode and Factoria F5) all have internal quality assurance teams within their organisations. As the training given within the Tech Time 2 Skill is integrated within the general training activities of the organisations, it is also subject to those internal quality assurance teams. The principal role of these teams is:

- making sure training follows national standards and rules for VET training
- Dealing with any potential problems or complaints raised by participants in training
- Making sure Tech Time 2 Skill training complies with the internal standards of the organisation

Though not directly associated with the Tech Time 2 Skill project (except in the case of technical expert Kévin Nanor at Simplon.co), the internal quality assurance teams play an important role and can be called upon by the global quality assurance team if needed.



3 QUALITY MANAGEMENT & PROCESSES

This section describes the quality assurance process for the project: how quality assurance manifests itself for the duration of the project.

3.1 GENERAL PROJECT QUALITY ASSURANCE PROCESS

The Quality Assurance Process is tailored to meet the specific requirements of the Tech Time 2 Skill project, focusing on essential elements of planning such as scheduling and regularity of quality evaluations, distribution of responsibilities with expected time investments, involvement of designated Partners, and other pertinent factors unique to the project and its stakeholders.

This process is designed to standardise how the project is managed and how work is organised, with the primary objective being to maintain uniform and high-quality assessments of different Work Packages and activities throughout the project duration.

The aims of the Quality Assurance Process include:

- Ensuring project outcomes reliably fulfil their defined criteria.
- Guaranteeing project management practices, including the performance of specific work packages, are properly adhered to and effectively executed, while also remaining adaptable to changing needs.
- Helping project team members/Partners excel in their respective roles.
- Ensuring project stakeholders are thoroughly satisfied with the progress, quality, and impact of the outcomes.
- The Quality Assurance Process comprises various elements, which are outlined in Figure 1 and detailed in subsequent sections.

The general project quality assurance process is divided into 5 sections which follow each other in the timeline:

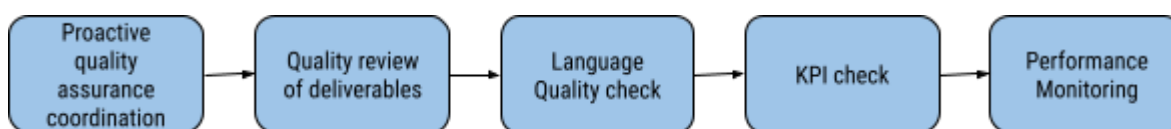


FIGURE 1: TECH TIME QUALITY ASSURANCE PROCESS TIMELINE

Step 1: Proactive quality assurance coordination

In the Tech Time 2 Skill project, "Proactive Quality Assurance Coordination" encapsulates a comprehensive approach that blends oversight with active collaboration among all project stakeholders to ensure the highest standards of quality from inception to delivery. This unique step involves the establishment of a dynamic Quality Assurance Team, comprising both external senior technical experts and key personnel from Partner organizations leading Work Packages (as detailed above). This team, under the guidance of the Project Manager and in conjunction with the Steering Committee, is charged with steering the project toward its strategic goals while maintaining quality benchmarks.



The coordination process is characterised by regular meetings within the steering committee where Work Package leaders present updates, share challenges, and seek feedback, fostering an environment of open communication and collaborative problem-solving. This framework helps the early identification and resolution of potential issues and encourages mutual support among the project teams. Moreover, this proactive stance towards quality assurance ensures that the work packages, and more generally the project remains aligned with its objectives, deadlines are met, and deliverables consistently exceed stakeholder expectations. Through this integrated approach, the Tech Time 2 Skill project leverages the collective expertise of its team to maintain a quality-driven, collaborative work environment.

Step 2: Quality Review of Deliverables

Quality reviews of all the **project deliverables** are performed by the Quality Assurance Team, the Work Package Leaders / Co-leads and the Contributing Partners for each work package.

The **first level of quality review** is performed by the WP Leader during the first draft development. The WP Leader will ensure that:

- The deliverable meets project specifications and methodological norms,
- Incorporates inputs from pertinent experts in the development and organisation of each deliverable,
- Uses clear and accessible language,
- Features professional design consistent with the project's brand identity, guidelines, and document template,
- Aligns with standards set by the European Commission.

Specifically, this review aims to verify and guarantee that all technical and functional requirements are met. Once work package leaders are satisfied that the deliverable meets standards, the draft version is shared with project stakeholders.

A second level of quality review is performed by the Quality Assurance Team including - if necessary - the technical expert. This quality review is comprehensive, checking compliance with the grant agreement and other requirements, completeness of the content, compliance with format and structure, use of language, style, clarity of expression, etc.. Once the compliance review is complete, the team assesses the overall quality and impact of the deliverable. One person is chosen to fill-in the **Quality Review Form** for each deliverable (please refer to the template below in Annex 1) and submit their feedback to the Quality Assurance Team.

The **quality review form** review the following aspects of an output/deliverable:

1. **Relevance:** Project deliverables must contribute to the accomplishment of the defined project objectives and suit the intended target audience.
2. **Completeness:** Project deliverables should correspond to WP/Task objectives and the agreed methodology (if relevant). They must also address all the points described in the Part B Technical Description and comply with the directions provided/agreed with the WP Leader regarding the deliverable's content and scope.
3. **Content validity and information accuracy:** The information provided must be accurate and verifiable. Partners should rely on reliable sources of information, avoid biased, personal opinions/views and justify conclusions with data/evidence. Research & statistical analyses should be based on adequate data sets to allow the partnership to reach reasoned judgements and valid results.



4. **Timeliness:** Project deliverables must be delivered on time according to the project's time plan and internal scheduling or when a deliverable shall be delayed, the partner in charge must have obtained a permission by the WP Leader and the Project Management Team for the extension of the deadline. This criterion also requires that the deliverable has undergone the foreseen quality review/control procedures within the agreed timescales.
5. **Readability:** Deliverables should be concise and well-focused. They must include only relevant sections/texts that contribute to building knowledge on the topic(s) addressed and facilitate reader's understanding. Readability allows to efficiently go through the document and take in the information therein.
6. **Language/Grammar quality:** Deliverables must be delivered in proficient level English without grammatical errors, slang (informal language), typos and incomprehensive sentences. The language used must convey the intended meaning and suit the targeted audience.
7. **Adherence to format specifications:** The deliverable must correspond to the prescribed specifications in terms of file format and file layout/design (e.g., cover page, logos, headings, tables, font, font size, line spacing, page margins)
8. **Visual quality:** It is important that deliverables (especially those which are public and addressed to target groups) are aesthetically appealing and have a concise layout, which will essentially contribute to attracting and retaining readers' interest and increasing their engagement.

When this review process is complete, any changes are made by the deliverable leader and incorporated into the deliverable's final version. The deliverable is then uploaded to the platform by the project Manager.

The table below presents an overview of the Deliverable Review Process.

TABLE 1: OVERVIEW OF THE DELIVERABLE REVIEW PROCESS

Review	Partners	Activities	Timeline
Level 1	Work Package Leader	Verify and guarantee that all technical and functional requirements are met. First draft is then circulated among the partners for reading, and given to the quality assurance team	2 weeks
Level 2	Quality Assurance Team	Checking compliance with the grant agreement and other requirements, completeness of the content, compliance with document templates and structure, use of language, style, and clarity of expression. The quality Review Form is filled in and goes back to the deliverable leader	3 weeks
Level 3	Work package leader	If need be, a final version is made, incorporating the review of the quality assurance team	2 weeks



Step 3: Language Quality Check

One of the key quality requirements during the project will be accurate local language translations for outputs such as Training Materials and Communications Campaigns and Tools. Though the language used by the partners in the Tech Time 2 Skill project is English, training within each country is in different languages.

All formal project Outputs, Deliverables and Reports are required to be prepared in English and will be proofread and corrected by native English-speaking members of the Quality Assurance Team before submission. Indeed, project manager at Simplon.co Theo Biddulph is English and therefore takes on this task.

The translation of curriculum and training materials can be done internally by pedagogical engineers (Simplon.co's pedagogical engineer Timothée Leenhardt speaks English, French and Spanish) for smaller length documents, but is generally performed by an external subcontractor after a call for tenders by the project Manager. The translations are then controlled and verified by the partners.

The table below presents the project Partners and the languages covered by each of them.

TABLE 3: LANGUAGES COVERED BY PROJECT PARTNERS

	Partners	Languages
1	BeCode Agoria Agence du Numérique	English / French Becode's training primarily given in English
2	SIMPLON.CO	French
3	FACTORIA F5 PIMEC	Spanish / Catalan Training given in Spanish and / or Catalan, depending on venue. All training materials delivered in Spanish

Step 4: Key Performance Indicators

In order to measure the actual achievements and impact of the project, clear outputs and results have been defined for each Work Package and Target Audience. The quality and impact of each Work Package and Deliverable are measured against a set of Key Performance Indicators developed from the grant agreement that define the required quantitative and qualitative targets expected.

Step 5: Quality Performance Monitoring & ReportingMonitoring

Project progress and quality levels are monitored continuously by the Project Manager, WP leaders and the Quality Assurance Team through the regular online collaboration and project management meetings. This generally takes place during the steering committees

Financial monitoring is based on a continuous check of implementation costs featuring monthly staff engagement evaluation and expenditures reports filled in by the partners. Each partner submits a financial report quarterly to the project coordinator which is verified for errors or inconsistencies and validated. Pre-financing of activities is dependent on partners submitting the quarterly reports.

For **communication monitoring**, a communication dashboard has been created and is filled in directly by the partners. The communications dashboard is monitored quarterly by the WP6 leader, Simplon.co

Reporting

The Quality Assurance Team also actively contributes to the preparation of the Annual and progress reports (M12, 18, 24), providing inputs on the level of quality achieved within each Work Package.



3.2 TRAINING AND PEDAGOGICAL QUALITY ASSURANCE REVIEW

As stated above in section 2, the Tech Time 2 Skill quality assurance process is divided globally into two sections. The second section involves quality assurance of pedagogical quality and the training itself

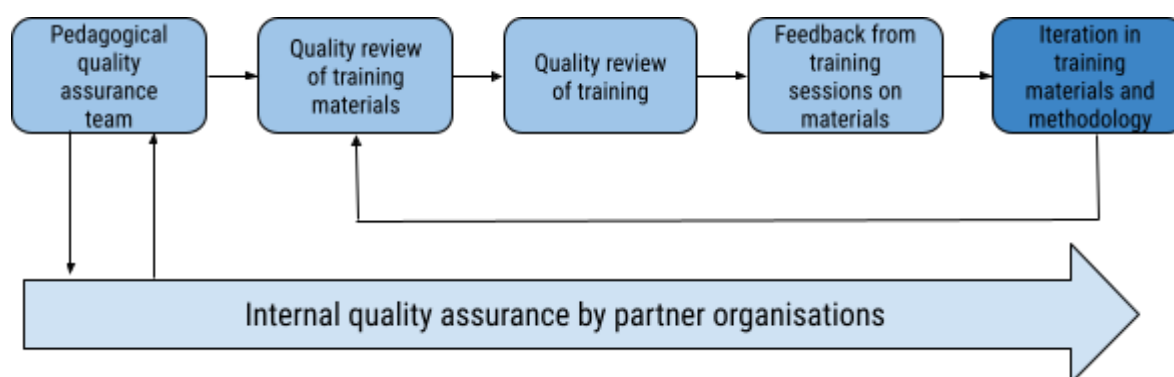


FIGURE 2: TECH TIME PEDAGOGICAL QUALITY ASSURANCE PROCESS TIMELINE

Pedagogical quality assurance team

As described above, pedagogical quality assurance is piloted not by the project manager, but rather by the pedagogical lead at Simplon.co. Along with pedagogical teams at partner organisations, they run constant quality assurance reviews on the quality of the course materials and the training itself, in order to ensure the highest quality possible for participants.

The quality assurance of the pedagogical team is one of iteration and constant innovation and improvement. This is particularly important in the AI and Cyber sectors, where norms and tools are constantly changing.

Quality review of training materials

The first step of the quality review process is a review of the training materials themselves. Pedagogical engineer Timothée Leenhardt is responsible for the development of the curricula for the 6 training tracks, and also oversees the creation of training materials by trainers within the partner organisations.

Newly developed training materials are subjected to review first by the pedagogical lead, then by the partner organisations themselves. This is also the case for training materials developed by external subcontractors.

Once the pedagogical team are satisfied with the materials they are distributed to the training teams in Belgium, Spain and France for use

Quality review of training

The pedagogical team not only assesses the quality of the materials but also of the training itself. This is done with a variety of methods:

- participation in training sessions organised by the partners



- training reviews with project teams and trainers
- review of KPIs for the training, including dropout rates, course completion, certification success etc.
- satisfaction questionnaires completed by participants
- interviews with trainers, training participants

The objective of this review is to make sure that the training adheres to the quality standards set out by the project as well as by the partners' commitment to the active learning process.

Feedback from training sessions on materials

The Tech Time 2 Skill consortium does not see the quality assurance process as being top down, from pedagogical engineers. A vital step for constant improvement of curricula, training programmes and training materials is the feedback loop set in place for operational staff and trainers to give qualitative feedback to the pedagogical teams.

Feedback is provided in one of two settings:

- bilateral meetings organised to discuss a specific point of order. These regular meetings are scheduled when needed
- Training feedback meetings organised at the end of training sessions between operational staff, trainers and the pedagogical team where all aspects of the training are discussed, from an operational point of view.

Once feedback is collected nationally by the pedagogical teams, the partners pedagogical quality assessment team meets to cross feedback from different partners and make objectives for the next iteration on training materials



ANNEX 1 QUALITY ASSURANCE REVIEW TEMPLATE

Rate	1 – very low / strongly disagree	2 – low / disagree	3 – moderate / neither nor	4 – high / agree	5 – very high / strongly agree
<p>1. RELEVANCE The report contributes to accomplishing the TT2S defined project objectives and suits the intended target audience.</p>					
Any comments					
<p>2. COMPLETENESS The report corresponds to the WP/Task objectives and the TT2S agreed methodology. The report complies with the directions provided/agreed with the WP Leader and Task Leaders.</p>					
Any comments					
<p>3. CONTENT VALIDITY AND INFORMATION ACCURACY The information provided is accurate and verifiable. The report makes evident use of reliable sources of information, avoids biased, personal views and justifies conclusions with data/evidence. Research & statistical analyses are based on adequate data sets.</p>					
Any comments					
<p>4. TIMELINESS The reports were made available on time according</p>					



to the project's time plan and internal scheduling, including drafts for feedback loops.					
Any comments					
5. LANGUAGE & GRAMMAR QUALITY The report shows proficient level English without grammatical errors, slang (informal language), typos and incomprehensive sentences					
Any comments					
6. READABILITY Deliverables should be concise and well-focused, as specified					
Any comments					
7. ADHERENCE TO TT2S FORMAT The report is presented in line with the prescribed specifications and format in terms of file format and file layout/design (e.g. cover page, logos, headings, tables, font, font size, line spacing, page margins)					
Any comments					
8. VISUAL QUALITY The report is aesthetically appealing and shows a concise layout, contributing to attracting and retaining readers' interest and increasing engagement.					
Any comments					



<p>9. OVERALL QUALITY</p> <p>How would you rate the deliverable's overall quality?</p>					
<p>Any comments</p>					
<p>10. YOUR FURTHER IDEAS Do you have any suggestion to improve, also in view of future TT2S outputs for year 2, and 3?</p>					

Thank you for your support in the TT2S Quality Review process.

