

QUALITY CODE

2016, VER 1



Project title: European Dimension in Qualifications for the Tourist Sector

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Introduction

The EURDIQ project provides a specific work package (WP 4) for the Quality control and Monitoring of the project.

The Quality Management Code is proposed and is to be approved by all partners in the beginning of the project.

The Code is included data on:

- aim and rules of Quality Management Code at each PCU considering special focus on Quality control and Monitoring of the project
- time table for report and monitoring project result,
- rules of quality management
- annexes (forms for reports).

Project consortium partners

EUROPEAN UNION

Baltic International Academy, Riga, Latvia - coordinator

London Metropolitan University, London, UK

University of Nicosia, Nicosia, Cyprus

Fachhochschule des Mittelstands Schwerin – Baltic College, Schwerin, Germany

Union RUT Baltic

RUSSIAN FEDERATION

Saint-Petersburg State University of Economics, Saint-Petersburg

Financial University under the Government of RF, Moscow

Don State Technical University, Rostov-on-Don

Sochi State University, Sochi

Russian State University of Tourism and service, Moscow region

The Ministry of Education and Science of RF

KYRGYZSTAN

Bishkek Academy of Finance and Economics

Issykkul State University named after K.Tynystanov

The Ministry of Education of Kyrgyzstan

Silk Road Tourism Association

1. Quality code aim and rules.

At the kick-off -meeting meeting a Quality Control Work Group (QCWG) have been appointed of senior academics from consortium members, to meet once per year at the annual conference. Key responsibilities of this group will be maintaining and enhancing the high reputation of the institutions and ensuring that all project activities are carried out to an appropriately high quality standard. The annual review have to be include meeting PCI staff to discuss project processes, activities and outputs, along with documentary evidence (internal documents, analytical reports, recommendations for improvement, research materials, course materials, presentations, handbooks, etc.) to determine timeliness, effectiveness, and efficiency regarding quality. QCWG will create an Advisory Board to ensure the quality of all materials proposed for publication.

QCWG have to assessed qualification of the trainers for performing project assignments through peer reviews. This have to done together with the survey on staff satisfaction. There will also be staff evaluation regarding the skills and attitude shown and developed during their trainings at EUIs.

At the institutional level it is important that EU partners carry monitoring through visits to RU and KG PCIs in order to identify strengths and highlight areas where improvement is necessary for project success. **Each visit have to accompanied by a monitoring report.**

BIA as a grant holder have to exercise financial control of the project funds spending. It have to issue a manual for eligible expenditures and regulations for financial reporting and distribute them among all partners, who will strictly follow instructions for quality control. A person from BIA financial department, who is familiar with the requirements of Erasmus+ and other European programs have to checking all the submitted documents and properly store them before final submission to the EACEA.

Inter project coaching and monitoring have to take place regularly during the project life time. The consortium partners have been proposed to appoint an external evaluator who have to undertake monitoring, provide regular feedback and who will attend at least one consortium partners' meeting each year. This individual should be knowledgeable of Erasmus+ Program requirements, RU, KG and EU higher education systems, and of matters concerning qualification frameworks and professional standards development. Interim and final reports have to written by him and presented to consortium partners and EACEA.

As part of the normal processes of approval at the PCIs, New Masters Curriculum have to peer-reviewed and assessed in accordance with the quality procedures. Once approved,

PCIs require that several quality management actions be made, including the appointment of an external examiner, peer reviews, student feedback and monitoring of student performance statistics. Feedback have to be obtained from industry advisors and from employers as well. Quality assurance manual have to be developed by each PCI to conform to the EU quality standards and making their programs more competitive and attractive to foreign students. The manual will contain all quality regulations of EU Quality Assurance Code of Practice. The partners see these aspects of the project as fundamental to its success.

Quality evaluation have to be based on internal and external indicators.

Internal indicators have to include among others: approval from the consortium members of reports prepared by the QCWGroup and to be submitted to the EU; internal evaluation surveys prepared by the QCWG and to be completed by the participants.

External quality control have to include: evaluation of the project by the National Erasmus+ Office, Report on Factual Findings by External Audits, project quality control, monitoring and evaluation by PCI Educational Authorities (National Ministries of Education); evaluation via inter-project coaching; assessment comments from non-consortium universities about qualification frameworks, professional standards and new program.

2. Quality management. Timetable

Deliverable	Responsibility	Partners involved	Delivery deadline	Comments
Quality Code	LMU SPbSUE	All partners	30.08.16	To be updated during project realization
Report for 2016 EU monitoring	BIA	SPBSUE	June 2016	Presentation for report have been done
Report for 2016 EU monitoring	BAFE (ADAM)	BIA SPBSUE IKSU	February 2017	Presentation for report have been done
Reports from partners	BIA SPbSUE BAFE (ADAM)	All partners	After each meeting	Minuets, presentations
Quality monitoring report	QCWG	All PC partners	ongoing	After end of WP: Analytical reports, recommendations for improvement
Management reports	All partners		ongoing	In 1 month before activities: Letter of intent from university with list of project event participants. In 3 days after activities: Individual reports, time sheet, conventions, all presentations of speakers, photos bounding pass.
Quality and monitoring meeting	BIA LMU BAFE (ADAM) SPBSUE	All partners	Annual project Quality and monitoring meeting.	Quality and monitoring result presentations.

3. Rules of quality management

3.1. Funding Rules

The maximum Erasmus+ grant contribution to the project for the contractual period covered by the Grant Agreement amounts to 684 872 EUR [amount referred to in Article of the Grant Agreement] and shall take the form as stipulated in Annex III of the Grant Agreement.

The Erasmus+ grant contribution is awarded to the partnership under the form of:

- a "*reimbursement of actual costs*" for Equipment and Subcontracting costs
- a "*unit contribution*" to the costs incurred for Staff costs, Travel costs and costs of Stay

The grant contribution to the project is intended to cover only part of the costs actually incurred by the beneficiaries in carrying out the activities foreseen. The beneficiaries commit to provide additional resources to the project so as to ensure its full implementation in accordance with the Grant Agreement.

Full details of the estimated budget breakdown per funding source, beneficiary and budget category is given in Annex I of Partnership Agreement.

Co-Funding Principle

A. **Grant** (combination of actual costs/unit costs):

- a. Calculated to require co-funding to implement the project

B. Co-funding:

- a. Other expenses (e.g. Overhead costs) or higher expenditure than unit cost values
- b. Not considered for the calculation of the grant
- c. Requested with final report for information purposes

The final financial statement will contain a dedicated section where co-financing should be reported.

Payments amongst project beneficiaries and reimbursement procedures

1st Pre-financing	2nd Pre-financing	Balance
50%	40%	10%

- **The first pre-financing:** the 50% of the maximum amount is reimbursed to the coordinator's institution within 30 days after the signature of the Grant Agreement.

- **The second pre-financing:** the 40% of the maximum amount is reimbursed to the coordinator's institution within 30 days after:
 - The submission of the progress Report (29/04/2017)
 - The submission of the "Statement on the use of the previous pre-financing instalment" (providing the 70% of the first pre-financing is already used) and "Request for payment"

Payment of the Balance: the 10% of the maximum amount will be reimbursed to the coordinator's institution within 30 days after the evaluation of the progress report.

3.2 Finance management.

The Grant found is administrated by Grantholder (BIA).

In the following table, the planned partner budget is given according to the categories of project expenses, and is expressed in Euros, in accordance with the Grant Agreement.

Bank charges or any other costs related to the transfer or/and change of these budget items (e.g. staff costs) shall be paid by the receiving partner, whether these are considered being eligible (for example, bank charges) or noneligible (for example, exchange losses due to exchange rates differently from those fixed in the Grant agreement) in the framework of the grant.

Reimbursement modalities for travel and costs of stay.

The unit costs to be applied are calculated considering the following variables: the travel distance (for travel costs) and the duration in days (for costs of stay).

Travel Costs: including VISA fees and travel insurance.

To apply the correct unit cost, the beneficiary must identify the travel distance of a one-way travel (from their place of origin - home institution within the partnership - to the venue of the activity) using the distance calculator supported by the European Commission: http://ec.europa.eu/programmes/erasmus-plus/tools/distance_en.htm

The travel distance identified will be used to calculate the corresponding unit cost. Each unit cost applied will contribute to the costs of travel **for the round trip**, regardless of the expenses incurred.

Distance	Amount
100 and 499 KM	180,00 €
500 and 1999 KM	275,00 €
2000 and 2999 KM	360,00 €
3000 and 3999 KM	530,00 €
4000 and 7999 KM	820,00 €
8000 and more KM	1.100,00 €

If the place of departure is different from the place of the home institution, a prior authorisation from the Agency is needed.

To respect the unit costs, it is strongly recommended to purchase flight tickets at least one month in advance.

Please note that the unit costs for travel also cover **cancellation costs**. Therefore, it is strongly recommended to purchase travel tickets including cancellation insurance. Except for cases of force majeure or exceptional and duly justified cases, only unit costs for travel which took place can be reported and charged to the project. **Prior written authorisation from the Agency is required in these cases.**

Direct costs for the budget items „travel costs and costs of stay“ and „equipment“ from all other PCI partners' budgets defined in the application budget, will be administrated by Grantholder, for centralized procedure of booking and purchasing tickets, accomodation and visa support, and for carrying out joint tendering process and purchase of equipment.

The stay cost shall transferred to the partner (institution) account or private (experts) account exact Bank details should be submitted to the Grantholder (BIA).

If the stay cost shall transferred to the privet (experts) account PCIs have to send letter of payment before one month of the project activities (please see the Letter of payment in the article “Reporting Documents” of Quality Code) .

Remuneration modalities of staff involved in the project.

The Gratholder shall pay the partner staff cost for a work completed satisfactorily according to the description and schedule of this work. Payments to the partner shall be based on the due submission of all reports (partners, Project Council, external expert) and supporting documentation as set out in Annex VII of this Agreement.

The staff costs shall transferred to the partner (institution) account or private (experts) account exact Bank details should be submitted to the Grantholder (BIA).

The existence of a formal contractual relationship between the employee and the beneficiary institutions is required. The employee must be part of the payroll system of the beneficiary institution.

The Staff category to be applied will depend on the work to be performed in the project and not on the status or title of the individual. Staff carrying out an administrative task should be reported under the category "Administrative staff". In principle, declared working days per individual should not exceed 30% in the first and second year project activities and should not exceed 20% in the third year project activities.

The contribution to Staff may not exceed 40% of the maximum grant as specified in Article I.3 of the Agreement, without considering the 10% flexibility.

Supporting Documents to be sent to the coordinator:

Time sheets: must be attached to each staff convention. They must be signed by the person concerned and countersigned by the person responsible in the institution that employed this person. They must indicate the following:

- The project reference
- The name of the person performing the tasks, his/her position and the staff category
- The institution and the country where the person is employed
- The number of days worked for the corresponding month and year
- The description of the tasks performed, the outputs produced and the related work package.

Convention: signed by the person performing the activity then countersigned and stamped by the person responsible (e.g. rector, dean) in the institution that employed this person. For staff performing different categories of tasks a separate convention must be signed for each type of activity.

Pay slip/labour contract: it will be necessary at the end of the project for the external audit.

Any material **evidence** allowing to verify that the declared workloads correspond to actual activities/outputs (e.g. attendance lists for lectures given, tangible outputs/products, salary slips, etc.)

For PCI project staff must be attached additional documents:

Certificate RF
Certificate KG

The original documents have to be saved in each partner institution. The coordinator could demand them on the final audit.

Equipment

Equipment is intended exclusively for the Partner Country Higher Education Institutions which are included in the partnership where it must be installed as soon as practically possible. Under no circumstances may equipment be purchased for any Programme Country institution/organisation or for non-higher education institutions in the Partner Countries.

The equipment must be recorded in the inventory of the institution where it is installed; this institution is the sole owner of the equipment. All equipment purchased with the Erasmus+ CBHE funds must bear an Erasmus+ sticker provided by the Agency.

Please note that VAT is not considered as an eligible project cost.

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The following costs are not considered eligible: equipment such as furniture, motor vehicles of any kind, equipment for research and development purposes, telephones, mobile phones, alarm systems and anti-theft systems.

In case of significant changes of the equipment to be purchased compared to the equipment as specified in the original application, **prior written authorisation from the Agency should be given during project implementation.**

The total expenses for Equipment may not exceed 30% of the maximum grant as specified in Article I.3 of the Agreement, excluding the 10% flexibility as referred in section 3.1.2.

Exchange rate.

Transactions * EUR must be converted and reported in EUR in the Financial Statement of the final report

Exchange rate to be applied:

- From start of eligibility period until date of receipt of second pre-financing: **rate of month in which the coordinating institution received the first pre-financing (28/01/2017)**
- From date of receipt of second pre-financing until end of eligibility period: rate of month in which the coordinating institution received the second pre-financing (*pending expenditure of 70% of the 1st pre-financing*)

EURDIQ FIRST PERIOD (From January 2016 – till now)

Name Of

The Local Currency Country Exchange Rate Eur / Currency

RUB	RU	1 RUB = 0.01254 EUR
SOM	KG	1 SOM = 0.01207 EUR
GBP	GB	1 GBP = 1.35503 EUR
USD	USA	1 USD = 0.91525 EUR

EURDIQ SECOND PERIOD (From to)

Name Of

The Local Currency Country Exchange Rate Eur / Currency

RUB	RU	1 RUB = EUR
SOM	KG	1 SOM = EUR

4. Consortia Communication

- All the communications about the Project will be addressed to the coordinator institution to be distributed.
- The coordinator institution will provide a unique email address for this reason.
- All the changes in the partner institutions or in the activities of the Project will be communicated to the project coordinator.

General administrative provisions

According to the article 8.1 of the Partnership Agreement any important project related communication between the parties shall be done in writing and addressed to the appointed project manager of each beneficiary, as per the details below:

Legal representatives and Team leader (EU)

- Marina Gunare BSA marina.gunare@gmail.com

Project Manager (RU)

- Elena Vasileva – SPbSUE vasselena@mail.ru

Project Manager (KG)

- Svetlana Sirmbard – BAFE sirmbard@yandex.ru

Project Council

- Svetlana Sirmbard – BAFE sirmbard@yandex.ru
- Elena Vasileva – SPbSUE vasselena@mail.ru
- Elena Gorbashko - SPbSUE egorbashko@mail.ru
- Janna Chernoshtan – BSA gramatvediba@bsa.edu.lv
- Pat Gray - LMU p.gray@londonmet.ac.uk
- Yianna Orphanidou - UNic orphanidou.y@unic.ac.cy
- Pia Winkler – FHM winkler@fh-mittelstand.de
- Nataly Smith – RSUTS n_smith@mail.ru
- Liliya Prikhodko – FU LVPrikhodko@fa.ru
- Irina Maevskay - DSTU dstu_oms@mail.ru
- Elvira Sagyntay – IKSU elvira.sagyntay@gmail.com
- Ilona Ansone - Baltic RUTI, EU Key expert of enterprises ilona@rata.ru
- Sergey Romanov – SSU sergyromanov@mail.ru

Any changes to the above information should be communicated in a timely manner.

5. Reporting

The Baltic International Academy, as leader of the management of the project, will be in charge of the technical and financial part. The leaders of the different WP will elaborate the academic part.

The reporting forms for the progress report on the implementation of the action are available on the website of the Agency and consist of the following:

Progress report.

- A "Progress report on the implementation of the action" (description of the progress made, statistics and indicators, tables of achieved/planned outcomes, etc.) as specified in Annex V of the Agreement;
- A "Summary report for publication"
- A "Statement on the use of the previous prefinancing instalment, as specified in Annex VI of the Agreement and,
- A "Request for payment of the second prefinancing" (to be submitted only when 70% of the first prefinancing has been spent) as specified in Annex VI of the Agreement.

Final report.

The Final report must be submitted at the latest two months after the end of the contractual period, on 14/12/2018.

- "Final report on the implementation of the action" (description of the results and achievements, statistics and indicators, table of achieved outcomes, etc.) as specified under Annex V of the Agreement;
- "Summary report for publication"
- "Final Financial Statement and Request for payment" - including the financial tables for each budget heading and the required supporting documents
- Mandatory (Audit) Certificate on the financial statements and underlying accounts ("Report of Factual Findings on the Final Financial Report - Type II") as specified under Annex VII of the Agreement.

It is important to submit to the coordinator all the supporting documents at the final of the activity period (deadline 14/10/18) to provide the external auditor with all proofs.

6. Overview of supporting documents per budget heading.

Reimbursement basis	Budget Headings	Documents to retain Documents to be sent with project accounts with the Final report

ACTUAL COST	Equipment	Invoices Bank statements Tendering procedure for expenses exceeding 25.000€ Proof that the equipment is recorded in the inventory of the institution
	Subcontracting	EU External project audit according to the project budget acceptance Subcontracts Invoices Bank statements Tendering procedure for expenses exceeding 25.000€ Tangible outputs/products
UNIT COST	STAFF COST	Formal employment contract Staff convention Time sheets Salary slips Agendas Attendance / Participant lists/Certificate Tangible outputs/products
	TRAVEL COST AND COST OF STAY	Minutes of meetings Individual Travel Report (ITR) Invoices, receipts, boarding passes Agendas Attendance / Participant lists/Certificate Tangible outputs/products

7. Useful Information

Document	Website link
Guidelines for the Use the Grant	https://eacea.ec.europa.eu/sites/eacea-site/files/guidelines for the use of the grant cbhe 8.12.16.pdf
Exchange rate	http://ec.europa.eu/budget/inforeuro
Reporting documents	http://eacea.ec.europa.eu/home/erasmus-plus/beneficiaries-space/capacity-building-in-field-higher-education-2016_en
Distance Calculator	http://ec.europa.eu/programmes/erasmus-

plus/tools/distance en.htm

Annexes 1-4.

1. Individual travel report

ANNEX III - INDIVIDUAL TRAVEL REPORT for travel costs and costs of stay

To be filled in by *each* participant

In case of circular/multiple travels, please fill in separate Individual Travel Reports.

Ref. No.....Project No.

The reference number must correspond to the progressive numbering indicated in the financial statements in the final report

(1) PERSONAL DATA

Surname: Forename:

Nationality:

Home institution:

Staff position/student year of study at home institution:

(2) TYPE OF ACTIVITY (Tick as appropriate)

STAFF	STUDENTS
<input type="checkbox"/> Teaching/training assignment	<input type="checkbox"/> Study period
<input type="checkbox"/> Training and retraining purposes	<input type="checkbox"/> Participation in intensive courses
<input type="checkbox"/> Updating programmes and courses	<input type="checkbox"/> Practical placements, internships in companies, industries or institutions
<input type="checkbox"/> Practical placements in companies, industries and institutions	<input type="checkbox"/> Participation in short term activities linked to the management of the project
<input type="checkbox"/> Project management related meetings	
<input type="checkbox"/> Workshops and visits for result dissemination purposes	

(3) DETAILS OF THE TRAVEL

PERIOD*	From (Depart date) (dd/mm/yy)	To (Return date) (dd/mm/yy)
PLACE OF DEPARTURE**	HOME INSTITUTION	
	COUNTRY..... CITY.....	
PLACE OF DESTINATION/ LOCATION OF ACTIVITY	HOST INSTITUTION	
	COUNTRY..... CITY.....	
TRAVEL DISTANCE***	Km	

**Please indicate period of travel from departure to return to place of origin*
*** If different from Home institution please enclose authorisation from the Agency*
****Travel distance in Km (One-way travel using distance calculator: http://ec.europa.eu/programmes/erasmus-plus/tools/distance_en.htm) from place of departure to location of activities*

(4) DETAILS OF THE ACTIVITY

DATES (excluding travel)	From (date): To (date):
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DESCRIPTION OF ACTIVITY(IES) PERFORMED (brief description of the activities performed)

.....

.....

SIGNATURE OF THE PARTICIPANT I hereby declare that I have been carrying out the above-mentioned activities.

Date:.....

Signature:

2. STAF CONVENTION = JOINT DECLARATION

JOINT DECLARATION

Ref. No.....

Project No.

The reference number must correspond to the progressive numbering indicated in the financial statements of the final report

FROM

Hereinafter "the Institution"*

AND Name:

Address:

.....

Hereinafter "the Staff member"*

THE INSTITUTION AND THE STAFF MEMBER HEREBY CERTIFY THAT:

- The Institution is a member of the partnership for the above-mentioned project.
- The Staff member is either:
 - employed by the Institution and is part of its payroll system YES/NO
 - or
 - a natural person ** assigned to the project on the basis of a contract against payment YES/NO
- The Institution and Staff member agree that the Staff member has worked on this project and performed the following duties during the project's eligibility period.

dd/mm/yy

dd/mm/yy

FROM		TO	
-------------	--	-----------	--

Please describe the outputs produced (short overall indication since detailed information has to be given in the accompanying time-sheet):

.....

- Please complete the following information.

Staff category (Manager / Researcher, Teacher, Trainer / Technician / Administrative staff)	
Country of the Institution	
Number of days worked and charged to the project (according to time-sheet)	

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5. This declaration does not alter in any way the employment conditions/assignment already existing between the Institution and the Staff member and is established solely for the purpose of justifying the Staff costs that the Institution will charge to the *Erasmus+ Capacity Building in Higher Education* grant.

Done in

Date

Name

Function

Institution

Staff member name

Signature and Stamp of the Institution

Signature of the Staff member

**The declaration must be signed by the person concerned, then signed and stamped by the person responsible in the Institution where this person worked for the project. The Institution must be a member of the partnership.*

*** A natural person (individual) can be assigned to the action also on the basis of e.g. a civil contract, a free-lance contract, an expert contract, a service contract with self-employed person ("in house consultant) or a secondment to the Institution against payment. The costs of such natural persons working under the action may be assimilated to the costs of personnel, if:*
(i) the person works under conditions similar to those of an employee (in particular regarding the way the work is organised, the tasks that are performed and the premises where they are performed); and
(ii) the result of the work belongs to the Institution (unless exceptionally agreed otherwise); and
(iii) the costs are not significantly different from the costs of staff performing similar tasks under an employment contract within the institution

Total days:		0		

¹ Please refer to Section 3.3.1.1 (Staff costs) of the Guidelines for the Use of the Grant. Time-sheets have to be attached to each Staff convention.

Signature of the staff member :

Signature of the person responsible in the institution (where the staff member is employed) :

4. Letter of payment.

(PARTNERS INSTITUTION BLANK)

PROJECT LEGAL REPRESENTATIVE
MARINA GUNARE
BALTIC INTERNATIONAL ACADEMY
LOMONOSOVA STR.4, RIGA
LATVIA

REQUEST FOR TRAVEL AND COSTS OF STAY PAYMENT

We hereby certify, that the following staff of the (Name of partners institution) will participate in the mobility which take place in Cyprus May 2-8, 2017.

NR	SURNAME, NAME	STAFF POSITION
1.		
2.		
3.		
4.		
5.		

In accordance with Grant agreement of the project Nr. 561832-EPP-1-2015-1-LV-EPPKA2-CBHE-SP general rules, Article 5 of the Partnership agreement between Baltic International Academy and (Name of partners institution), Article 3.1.3 of the guidelines for the use of the Erasmus+ Grant (For grants awarded in 2015 under Call EAC/A04/2014) We agree to direct reimbursement of Travel and costs of stay to the personal accounts of the participants.

We hereby certify, that all grant contributions will be used exclusively for the purpose of the EurDiQ project on behalf of (Name of partners institution).

Full name of the Institution:

Full name of legal representative:

Signature and stamp of the institution

Quality and Monitoring Team

Marina Gunare

Elene Vasileva

Pat Gray

Marianna Geworsky

Elena Gorbashko

Svetlana Sirmbard

Zanna Chernoshtan