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INCLAVI

Quality Assurance Plan

January 2023

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Background

1. Scope

The purpose of this document is to provide detailed information on the Quality Assurance (QA) strategies and procedures that should be followed during the implementation of the INCLAVI Inclusive Aviation project. This document provides a basis for planning, managing, monitoring, and measuring the quality of the activities and deliverables related to this project.

This Quality Assurance Plan defines the QA principles and activities to be performed during the life cycle of the project, by presenting a systematic method for identifying, monitoring, and resolving quality issues. It also describes the responsibilities for accomplishing the planned QA activities and identifies the required coordination of project quality activities.

The target of INCLAVI Quality Assurance is to reach optimal quality in project activities, outputs, and deliverables. Quality is monitored in terms of quantitative and qualitative standards and with the procedures and tools described in this document, the INCLAVI Project Management Manual and the Grant Agreement. Optimal quality is reached when the project outputs, deliverables and learning materials produced are either tested/piloted and reviewed with methods agreed within the INCLAVI project. Examples of specific INCLAVI quality standards are listed in Chapter 5.

The Quality Assurance Plan is a living document. It will be regularly updated throughout the entire duration of the project to reflect the changes in and evolution of the project. Therefore, always check if an updated version of this document is available at Haaga-Helia Teams.

2. Project Overview

INCLAVI will address the skills mismatches that exist in the aviation sector related to the freedom of movement of persons with disabilities (PwDs) and accessibility requirements in line with the EC Strategy for the Rights of Persons with Disabilities 2021-2030. INCLAVI accomplishes this through rigorous cooperation between key global industry and labour market actors combined with a world-class HEI and VET consortium. INCLAVI will also further improve the collaboration between HEIs and VET.

The specific objectives of INCLAVI are:

1. - Understanding the actual passenger journeys of PwDs across all stages of an air passenger journey and a wide spectrum of disabilities on a more detailed level than the currently distinguished ones in the aviation industry and education.

2. - Identifying the best practices of inclusive aviation across the aviation sector and benchmarking the best 30 training and education programmes and curricula that address the PwD skills in air transport.
3. – Developing the curriculum contents and structure to be deployed through conventional and digitalized means (Training app), both in higher and vocational education and among aviation professionals, with INCLAVI Training App aiming to reach 10.200 unique downloads within the INCLAVI consortium.
4. – Enabling the curriculum with long term validity through due recognition and certification and real-world application with 8.000 recognized and certified learning encounters and further dissemination at 150 major EU airports and 50 major EU airlines.
5. – Publishing policy recommendations for EU and global stakeholders involved with the aviation industry
6. – Annually improving the passenger journey of 52,000 passengers with disabilities during the project lifetime at iGA with potential for growth with further aviation industry actors.

INCLAVI has gathered 13 carefully selected partners from 10 countries representing key aviation stakeholders, HEI, VET, and aviation stakeholders.

3. Problem and Needs

(See more information about the problems and the needs on INCLAVI Project Management manual 2.1)

INCLAVI responds to following problems and needs:

- Persons with Disabilities face barriers preventing them from equal opportunities for air travel
- Current training programs having a focus in PwD air travel either do not exist or are too narrowly focused
- There is a skills gap related to wide range of passengers with special needs
- Costs related to disability assistance will grow exponentially if needs and solutions are not anticipated

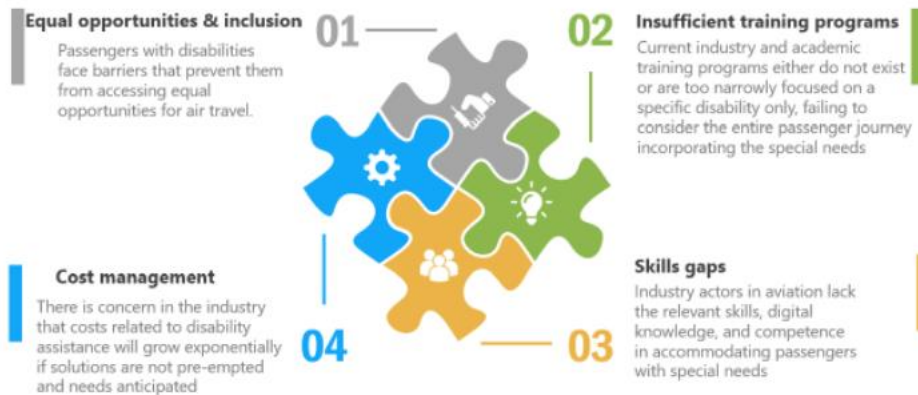


Figure 1. INCLAVI Problems and needs

4. Solution and Outcome

(See more information about solutions and outcomes on INCLAVI Project Management manual 2.2)

The project aims to solve the above needs and improve the quality and relevance of skills in the aviation sector by developing the INCLAVI training app and the INCLAVI Curriculum on Inclusive Aviation. The training app provides a digital platform for continuous professional development.



Figure 2. INCLAVI Solution and Outcome

5. Impact

(See more information about the impact on INCLAVI Project Management manual 2.3)

Developing the curriculum contents and structure to be deployed through conventional and digitalized means (Training app), both in higher and vocational education and among aviation professionals, with INCLAVI Training App aiming to reach 10.200 unique downloads within the INCLAVI consortium.

Enabling the curriculum with long term validity through due recognition and certification and real-world application with 8.000 recognized and certified learning encounters and further dissemination at 150 major EU airports and 50 major EU airlines.

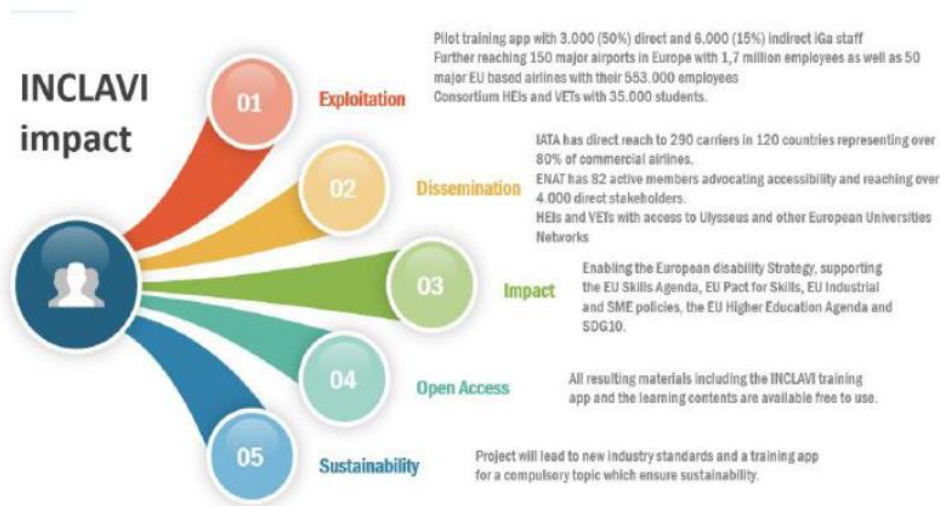


Figure 3. INCLAVI impact

6. Sustainability and scalability

(See more information about the sustainability and scalability on INCLAVI Project Management manual 2.4)

Sustainability is one of the main aspects in INCLAVI Dissemination and Exploitation plans.

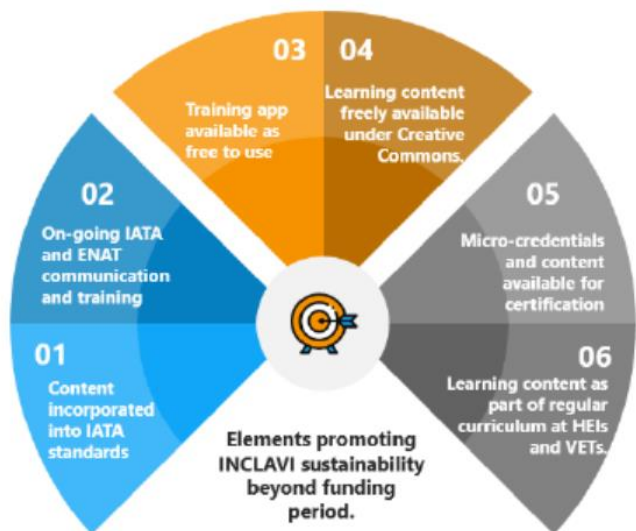


Figure 4. INCLAVI sustainability and scalability

7. Partnership of the INCLAVI Project

The partnership of the project is as follows:

- Haaga-Helia University of Applied Sciences
- Stichting Breda University of Applied Sciences (BUAS)
- Ozyegin Universitesi (Ozu)
- Careeria Oy (Careeria)
- IATA España SL Sociedad Unipersonal (IATA España SL)
- European Network for Accessible Tourism Asbl (ENAT)
- IGA Havalimani Isletmesi Anonim Sirketi (iGA)
- Yasar University

Associated partners

- Finavia
- Air Baltic, Air Baltic Corporation
- IATA NB (International Air Transport Association (IATA) Agency Services Office-Scandinavia, Canada Filial)
- SMAL (Suomen matkailualan liitto ry.)

8. Quality Principles

Quality in the INCLAVI project is based on generally accepted Quality principles; which are guidelines and rules that help ensure the quality of the project and its products. All partners contribute to Quality Assurance under the lead of Careeria. Quality assurance is embedded inside each Work Package. It is implemented as part of the Project Management. The criteria are defined according to what are the critical factors that need to be evaluated.

To ensure that optimal quality will be obtained in the methodologies, tools, and techniques used in ensuring quality management of this project, these need to be based on the following principles:

- There should be continuous and open communication amongst all partners and the quality coordinator.
- Partners should always do their best to deliver products/deliverables/outputs of optimal standards within their area of expertise.
- The needs and satisfaction of the target audience and all relevant stakeholders should always be kept in mind in all project activities.
- A commitment to the continuous improvement of all project products and outputs should be expected from by all partners, this including the provision and acceptance of constructive feedback and constant monitoring of all processes related to the project.

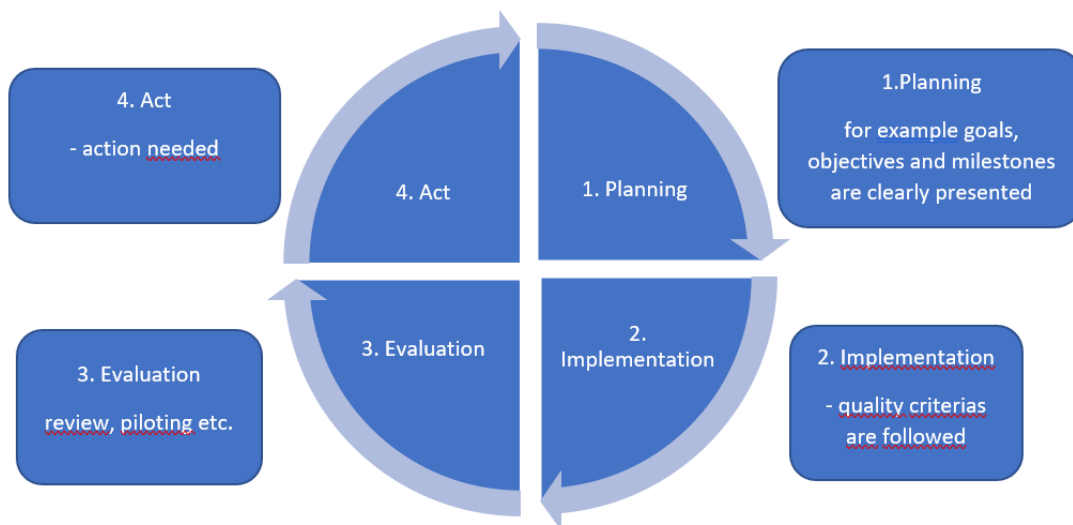


Figure 5. The INCLAVI Quality Assurance Cycle

Specific quality guidelines that relate to the various components and deliverables of the project will be provided throughout the project life cycle in a timely manner so that all phases of the project are carried out efficiently. In addition, this document will be updated throughout the project's life cycle to reflect such Quality and Evaluation guidelines that need to be adhered to by all relevant partners.

The before mentioned principles relate to some general aspects and components of the project, and more specifically to the management of internal communication issues.

Aims of Quality Assurance and Evaluation are:

- 1) To define the quality policy for the project according to the ethics and general quality standards for EU projects, and specific standards for project's deliverables, activities, procedures, and data management.
- 2) To construct a framework for reliable measurement of quality. That includes: the feedback, assessment, review and evaluation procedures, the techniques and measurement intervals, which are in line with EU instruments and tools, e.g., EQF, ESCO and EQAVET.

EQF (European Qualifications Framework)

The EQF is an 8-level, learning outcomes-based framework for all types of qualifications that serves as a translation tool between different national qualifications frameworks. The EQF covers all types and all levels of qualifications, and the use of learning outcomes makes it clear what a person knows, understands, and can do. The INCLAVI curriculum is produced to correspond to EQF levels 4 and 5 (Vocational Education) and 6 and 7 (Higher Education; Bachelor and Master).

Learning outcome description of EQF levels in the link below:

<https://europa.eu/europass/en/description-eight-egf-levels>

ESCO (European Skills, Competences, Qualifications and Occupations)

ESCO is the European classification of Skills, Competences and Occupations.

Learning Outcomes of INCLAVI curriculum are at least those described in ESCO Skills and Competence list:

<https://esco.ec.europa.eu/en/classification/skills?uri=http%3A//data.europa.eu/esco/skill/b6b2e665-1085-4f4d-9973-e979721815d7>

See more information about Occupations described in ESCO:

https://esco.ec.europa.eu/en/classification/occupation_main

EQAVET (European Quality Assurance in Vocational Education and Training)

EQAVET is based on a [quality assurance and improvement cycle](#) (planning, implementation, evaluation/ assessment, and review/revision). This serves as a supportive framework for INCLAVI curriculum production.

- 3) To arrange an efficient reporting system to deliver feedback and evaluation results to project management, stakeholders, and the donor.

Quality assurance is embedded inside each Work Package. It is implemented as part of the Project Management. The criteria are defined according to what are the critical factors that need to be evaluated.

Information for quality assurance can be collected by two methods:

- 1) Self-assessment in all WPs
- 2) Internal review in critical evaluation checkpoints

External feedback is collected from beneficiaries and participants piloting the learning modules by questionnaire or/and survey.

WP5 collects all quality assurance inputs. There is a folder for WP5 in Haaga-Helia UAS hosted Microsoft Teams to use as WP5 material collection and storage platform. This Microsoft Teams is also a platform to maintain regular communication for WP5.

The evaluation will rely on both qualitative and quantitative methods defined in WP plans and chapter 5 in Quality Assurance Plan. Self-assessments and internal audits are done according to the Gantt chart and using the Evaluation form (See Evaluation Form in Appendix 3). Self-assessments and internal audits are done at least 4 weeks before the DL shown in the Gantt chart.

9. Quality of Outputs and Deliverables

Quality of outputs and deliverables relates to the outcomes of a project, and it includes information on outputs and deliverables such as learning materials, reports etc.

Important questions to consider include the following:

- Were deliverables prepared according to the project's timeframe?
- Were deliverables prepared according to INCLAVI standards?

INCLAVI standards are for example:

- Qualitative and Quantitative criteria's which are listed in chapter 6.
- Referencing style APA7 (internal)
- Results are in line with EU instrument and tools such as EQF and ESCO
- Accessibility as per EU Directive 2016/2102 and European Accessibility Act 2019
- Accessibility as per INCLAVI standards (all forms and documents should be check for example via Microsoft programs)
- The good practices of open publication are considered
- System approach for selection of respondents in database from each country and partner is selected according to criteria respecting GDPR
- Abstract/short description is made available in participating languages (English, Dutch, Finnish, Turkish)

10. Project Performance Quality

Project performance quality relates to how a project anchors its performance in the context in which it is set to serve and contribute. It includes quality of the activities both planned and undertaken and addresses how these are anchored in the rationale of the project, and the engagement of the project partners and stakeholders.

Important questions to consider include the following:

- To which extent has the project achieved its objectives?
- Do the project results match/serve the needs of the target groups?
- Was partners' contribution in accordance with the project plan?
- Are the deliverables and the outputs on time and do they meet the quality criteria?

11. Work Package Objectives

(See more information from the INCLAVI Project Management manual 3.4)

WP 1 - Project Management (HHUAS):

Ensure the orderly management and administration of the entire project in line with the work plan and grant agreement in a timely and cost-efficient manner.

WP 2 – Current State Analysis (BUAS):

To develop policy recommendations for the air transport sector and relevant EU disability initiatives based on an extensive review of the existing barriers that PwDs face as part of their

passenger journey and the existing training in the industry, HEI and VET that enable aviation professionals with skills required to work with PwDs.

WP3 – Curriculum Development and Piloting (HHUAS):

To develop a comprehensive curriculum on inclusive aviation for current and future aviation professionals, by transforming the knowledge base from WP2 and the inputs of consortium partners into conceptual framework, structure, and materials of the curriculum.

WP4 – Recognition and certification (ENAT):

To identify the most appropriate recognition and certification process for the curriculum modules in inclusive aviation with relevant certification bodies so that the training and education participants / learners would be able to gain both internal acknowledgement of the knowledge, skills, and competences within their respective organizations; and external, issued by international certification organization. WP4 will be evaluated and monitored for quality assurance within WP5 (Evaluation and Quality Assurance).

WP5 – Quality Assurance and Evaluation

Overall objective: To ensure that the quality, structure, processes, and results of the project are monitored and that optimal quality level for the outcomes are achieved. WP5 aims at setting up a common framework and standards for quality management to assess project processes and results.

WP6 – Impact, Dissemination and Sustainability (IATA ESPAÑA SL):

WP6 ensures visibility for the project, raises awareness, and engages identified target groups and other stakeholders. This WP is led by IATA ES. IATA has a network of 166 airlines in the EU and 290 Globally and 80% of airports in the EU, ensuring an extreme level of dissemination of the project and Erasmus+.

Partner number and name	Country	WP lead, if any	Management related tasks (as a WP lead, as a partner)
1. Haaga-Helia Ammattikorkeakoulu Oy (Haaga-Helia UAS)	FI	WP 1, WP 3	Task 1.1 Project Administration is led by HH Task 1.2 Controlling & risk management is led by HH Task 3.1 Piloting best practices and standards is



			<p>led by IATA ES</p> <p>Task 3.2 Design of curriculum structure and contents is led by HH</p> <p>Task 3.3 Design of pedagogical framework is led by HH</p> <p>Task 3.4 Design of digital infrastructure and INCLAVI Training APP is led by iGA</p> <p>Task 3.5 Design of Train the Trainer module is led by ENAT</p> <p>Task 3.6 Piloting, feedback, and finalizing the course modules is led by Careeria</p>
2. Stichting Breda University of Applied Sciences (BUAS)	NL	WP 2	<p>Task 2.1 State of the art analysis of training and education</p> <p>Task 2.3 Summary analysis and recommendations</p>
3. Ozyegin Universitesi (OzU)	TR	-	
4. Careeria Oy (Careeria)	FI	WP 5	<p>Task 5.1 Setting evaluation framework and KPIs is led by HH</p> <p>Task 5.2 Continuous feedback collection from stakeholders is led by Careeria</p> <p>Task 5.3 Quality and ethics board, and contingency plan is led by Careeria</p> <p>Task 5.4 Evaluation and quality assurance reports is led by Careeria</p>
5. Iata Espana SL Sociedad Unipersonal (Iata Espana SL),	ES	WP 6	<p>Task 6.1 Strategy and action plan for dissemination is led by IATA ES</p>



			<p>Task 6.2 Development of project brand and materials is led by IATA ES, with participation of HH and ENAT</p> <p>Task 6.3 Implementation, monitoring and evaluation of dissemination is led by IATA ES, with all partners participating</p> <p>Task 6.4 Sustainability of the consortium is led by ENAT, with the participation of IATA ES, HH, Careeria</p> <p>Task 6.5 Engagement with other eco-systems is led by HH, with the participation of all partners</p>
6. European Network for Accessible Tourism ASBL (ENAT),	BE	WP 4	<p>Task 4.1 Identifying the recognition process and certification body is led by ENAT</p> <p>Task 4.2 Creating recognition and certification road map for the consortium is led by ENAT Task</p> <p>4.3 Creating certification agreements is led by Haaga-Helia Task</p> <p>4.4 Implementing recognition and certification process is led by BUAS Task 4.5</p> <p>Feedback for the certification process is led by ENAT</p>
7. Iga Havalimani Isletmesi Anonim Sirketi (iGA)	TR	-	
8. Yasar Universitesi (YU)	TR	-	

Quality and quantitative criteria of Outputs and Deliverables according to output orientated working packages

12. Work package WP1 – Current State Analysis

WP description

The work package covers the overall coordination and management of the implementation of the project, including financial management and reporting, internal communication among the consortium, and reporting by the project coordinator Haaga-Helia to EACEA. The project management package also includes careful project initiation intended to achieve a smooth start to the project through effective planning and kick-off activities, as well as smooth closure at the end of the project.

The aim is to

establish the operational structure, setting objectives, planning, organizing, motivating, communicating, and supporting the personal development of project members, along with major reporting and audit preparation responsibilities.

- Contractual requirements of the Erasmus+ are successfully met.
- The budget is managed responsibly and transparently (including controlling/monitoring expenditures).
- Project management control is clear and proactive (timelines, deadlines, documentation etc.).
- Project objectives are reached through: designing effective and efficient work processes, deploying resources optimally, coordination of activities, monitoring of results, reporting, and promoting open communication between project partners.

Quantitative Criteria

- Developing project administrative systems and overseeing the development of project policies including quality and conflict resolutions policies.
- Developing project finance systems, e.g., producing electronic claim forms with management checklists and timetables for submission of claims—devising, communicating, and agreeing communication strategies with partners.
- Creating and populating project management tools with all relevant information about the management of the project, such as project handbook, forms, deadlines, calendars, online monitoring system, checklists, guidance notes, templates, logos, newsletters, news, processes, calculations, and financial claim information etc.

- Providing monitoring information for evaluation purposes and implementing all quality assurance activities.

Qualitative Criteria

- Contractual requirements of the Erasmus+ are successfully met.
- Project management control is clear and proactive.
- Project objectives are reached through: designing effective and efficient work processes, deploying resources optimally, coordination of activities, monitoring of results, reporting, and promoting open communication between project partners.
- Project Administration
- Controlling & risk management

13. Work package WP2 – Current State Analysis


WP description

The aim is to develop policy recommendations for the air transport sector and relevant EU disability initiatives based on an extensive review of the existing barriers that PwDs face as part of their passenger journey and the existing training in the industry, HEI and VET that enable aviation professionals with skills required to work with PwDs.

The aim is to

- gather latest insights into the current state of affairs in the training and education of aviation professionals, both in the industry, HEI and VET, i.e., the scope and nature of contents used to address the topics of inclusivity and accessibility, the methods and pedagogical approaches, the digitalization of education.
- gather latest insights into the current state of affairs in the aviation industry from the point of view of accessible travel, i.e., it's standards, actual practices, development needs, existing and in-the-making solutions, stakeholders' and users' insights.
- identify skills mismatches that will form the basis for the creation of training modules for INCLAVI curriculum.

Quantitative Criteria

-  State of the art analysis of training and education - MS9 Existing knowledge base on training and education in aviation industry is reviewed.

- 20 interviews with relevant stakeholders in education and training per participating country. Participating countries (Finland, Spain, Belgium, the Netherlands, Turkey) 120 interviews in total.
- 3 focus group interviews with relevant experts per participating country. 18 focus groups in total.
- 1 education and training survey per participating country. 6 surveys in total.
- Stakeholder and user insights from the aviation industry
- MS10 20 interviews with relevant stakeholders and PwDs per participating country. 120 interviews in total.
- 3 focus group interviews with relevant experts and PwDs per participating country. 18 focus groups in total.
- 1 stakeholder survey per participating country. 6 stakeholder surveys in total
- Note: the interviews and focus groups with experts will engage associations representing PwDs, such as Paralympic committees, associations of people with disabilities, experts from aviation industry that develop inclusive products and services, governmental representatives assigned to regulate and oversee transportation industry and societal inclusiveness, activists and people with special needs.
- Policy recommendations; Published online and distributed to at least 50 key organisations in private and public sector

Qualitative Criteria

- Summary analysis and recommendations MS11 & MS12
- Produce a report that is the foundation for WP3 (Module and Training Development and Piloting) inform the creation of the modules. This report will also provide the content for the policy recommendations for relevant EU initiatives.

14. Work package WP3 – Curriculum Development and Piloting

WP description

The aim is to develop a comprehensive curriculum on inclusive aviation for current and future aviation professionals, by transforming the knowledge base from WP2 and the inputs of consortium partners into conceptual framework, structure, and materials of the curriculum.

Aims is to

- update the current standards in the aviation industry related to PwDs service, based on the knowledge base from WP2.



- design the concept and structure of the curriculum, based on the disability profiles, stages of passenger journey and the level of learners' skills.
- produce training materials for each module of the curriculum applicable in hybrid, classroom-based, fully online, instructor-led and self-administered learning environment.
- develop a website and a mobile learning app for the delivery of the curriculum, as well as the Train the Trainer module.
- pilot the curriculum with a selected target audience both among aviation professionals and in HEI and VET.

Quantitative Criteria

- website
- curriculum demo
- mobile app.
- The piloting of the curriculum modules will engage all consortium partners.
- Each piloted module will be taken by a minimum of 20 learners, including students, lecturers, and stakeholders from the industry (airport staff, airlines staff, distribution landscape) and the disability/inclusiveness sector.
- All 8 partners will test up to 5 modules each, which would result in 40 modules tested with at least 800 learners involved. The curriculum will be finalized for implementation.
- Survey results from the testing period from the learners

Qualitative Criteria

- The database of best practices covers all disability profiles and all stages of the PwDs journey. The knowledge base of WP2 is included into proposed versions of five current aviation standards in need of updates (for example: transportation of wheelchairs, PwD guidance at the terminal, accessible toilets, PwD boarding and nesting, etc.)
 - the stages of the PwD journey in question (planning the trip, booking, airport navigation, boarding, etc.);
 - the type of disability in question (visually impaired, hearing impaired, and other);
 - the learner's prior competence on the topic in question (beginner, intermediate or advanced).
- The curriculum demo version covers all disability profiles and all stages of PwD journey and is offering contents for several levels of learners' awareness and competences: from the beginner's to intermediate and advanced level, including train the trainer module. The curriculum contents across its modules includes larger themes as well:

→ Universal and inclusive design

- Customer experience management
- Accessibility of digital services
- Legal and regulatory frameworks
- Financing and insurance for inclusive aviation
- Corporate training to create culture.
- The chosen pedagogical framework and learning management system (LMS) will complement each other. The website for the curriculum and the mobile app is up to usability standards, accessible, and long-term sustainable.

15. Work package WP4 – Recognition and certification

WP description

To identify the most appropriate recognition and certification process for the curriculum modules in inclusive aviation with relevant certification bodies so that the training and education participants / learners would be able to gain both internal acknowledgement of the knowledge, skills, and competences within their respective organizations; and external, issued by international certification organization.

The aim is to

- identify a certification organization for the curriculum and align curriculum modules with the certification process.
- establish the evaluation method and criteria for the key competences covered in the curriculum modules, according to the chosen certification process.
- create a community of trained and certified professionals that have demonstrated knowledge and competence.
- issue micro-credentials for the acquired competences in curriculum modules, all curriculum or a part of it.

Quantitative Criteria

- Certification process and certification organizations are valid internationally and strengthen INCLAVI's public visibility.
- The certification is granted to all curriculum modules with approx. 800 learners being certified by the end of the project.



- Recognition and certification require an extensive timeline of 30 months due to following:
 - Identifying the right certification body for the training includes performing a benchmarking process, which may take up to 6 months.
 - Liaising with the chosen certification body and studying the certification process to be adopted may take additional 6 months, including the design of a detailed roadmap for the curriculum development process in alignment with the certification process.
 - Certification process is the background of WP3 Curriculum Design and Piloting, as the success factor for WP4 is the successful piloting of the training.
 - This is the first of its kind education and training to be developed and certified for inclusive aviation sector and thus, the process requires due diligence.

Qualitative Criteria

- certification process to all curriculum modules

16. Work package WP5 – Quality Assurance and Evaluation

WP description

The work package ensures that the quality, structure, processes, and results of the project are monitored and that optimal quality outcomes are achieved. WP5 aims at setting up a common framework and standards for quality management to assess project processes and results.

The aim is to

- Setting up and implementing the evaluation framework that ensures the successful progress of the project according to the plan and the expectations of the target stakeholders
- Collecting feedback during relevant touchpoints with the stakeholders, ensuring that the feedback mechanisms work reliably well.
- Supporting the project in ensuring contingency, compliance with ethics and quality standards EU projects
- Measuring the impacts of project activities on the target stakeholders
- Ensuring results are in line with EU instruments and tools, specifically EQF, ESCO and EQAVET.

Quantitative Criteria



- Evaluation and quality assurance framework
- 2 Interim Reports on Quality Assurance
Final Report on Quality Assurance
- 3 Project Meeting Evaluation surveys (after the end of Kick off meeting, Interim meeting and Closing meeting)
- 5 Progress Evaluation Surveys (every 6 months)

Qualitative Criteria

- Ensuring results are in line with EU instruments and tools.
- Ensure that the quality, structure, processes, and results of the project are monitored and that optimal quality outcomes are achieved as part of the Project Management.

17. Work package WP6 – Impact, Dissemination and Sustainability

WP description

WP6 ensures visibility for the project, raises awareness, and engages identified target groups and other stakeholders. IATA has a network of 166 airlines in the EU and 290 Globally and 80% of airports in the EU, ensuring an extreme level of dissemination of the project and Erasmus+.

The aim is to

- plan and implement effective dissemination of project activities and results.
- create project brand and materials
- support post-project exploitation and impact of the results
- raise awareness of project accomplishments in PwD-relevant European and global networks
- engage other industry eco-systems with project activities (rail transport, sea transport, hospitality, etc.)

Quantitative Criteria

- Publish 5 articles in peer-reviewed journals and 5 professional articles in relevant fields
- Events meetings and mobility:
 - Outreach/Dissemination events total 5 - Dates TBD – 1 participant per partner, 8 - participants (if possible, events will be merged with project management meetings where possible) 2 days, 1 night.
 - 5 outreach/dissemination events reach a total audience of 1000 participants

- (Specific event for example, “Wings of Change Europe” which is an annual event x 2, IATA Global Training Conference (held annually) x 2 and Accessible tourism event x1)

Qualitative Criteria

- Dissemination strategy and action plan is aligned with relevant stakeholders and approved by WP5 (Evaluation and Quality Assurance)
- INCLAVI branding materials are approved by WP5 (Evaluation and Quality Assurance), made public and have a measurable impact (brand awareness in relevant communities, brand image is positive)
- Raising awareness and disseminating results internally in each partner organization. Maintain effective media presence, incl. social media, that engages relevant stakeholders and channels in the field
- The consortium continues its work on inclusive aviation after the project is finalized.
- Eco-systems (rail, sea transport, hospitality) make use of INCLAVI training.

Key project deliverables and success indicators

Main INCLAVI Deliverables Quantitative Indicators

D2.2 Policy recommendations; Published online and distributed to at least 50 key organisations in private and public sector

D3.4 LMS + Website Net Promoter Score for the LMS and Website 35%, the web traffic aiming at 100 per day

D3.5 INCLAVI Training App 10.200 downloads within the duration of the project Istanbul Grand Airport will pilot the app, 3,000 downloads by direct employees and 6.000 by indirect employees respectively 1.200 students and staff of HEI and VET

D4.3 Certification Implementation and Feedback Report Report includes positive evaluation: minimum rate 4 out of possible 5

D3.6 Final Version of the Curriculum Final version of curriculum – 8,000 learning encounters are registered, recognised and issued certificates for during the project

INCLAVI has the following qualitative and quantitative targets and indicators to monitor progress and assess the expected impacts over the short and long term. Short term here refers to the project life-time whereas long term refers to results until 2030. (Grant Agreement pages 57-58)



Impact	Short term targets and measures	Long term targets and measures
Equal opportunities and inclusion	<p>Qualitative target:</p> <p>PwDs have better access to inclusive aviation services and their customer satisfaction has increased.</p> <p>Quantitative targets and measures: 100% of the PwD customer journey is documented for 70% of disabilities. At least 35 documented PwD customer journeys.</p>	<p>Qualitative target:</p> <p>PwDs have equal access to opportunities for air travel.</p> <p>Quantitative targets and measures: Share of PwDs in air traffic has grown to 10% reflecting better their share of the population (25%)</p>
Sufficient training programs	<p>Qualitative target:</p> <p>An appropriate training curriculum for inclusive aviation is developed.</p>	<p>Qualitative target:</p> <p>Academic and professional development and training programs incorporate accessibility and PwD</p>

	<p>Quantitative targets and measures: 30 rigorously benchmarked training programs out of at least 60 studied programs. 12.000 unique log-ins on the learning management system Curriculum in use with 1.200 staff and students of HEIs and VETs in the consortium.</p>	<p>issues fully and across the full spectrum of disabilities.</p> <p>Quantitative targets and measures:</p> <p>Curriculum is in use at 70% of the 2.500 HEIs in and at 70% of VET providers.</p>
Bridging of skills gaps	<p>Qualitative target:</p> <p>Aviation industry personnel (current and those in education) possess the skills to serve PwDs.</p> <p>Quantitative targets and measures:</p> <p><u>10.200 INCALVI training app downloads</u> 2.00 unique certified learners 8.000 recognised and certified micro-credentials, i.e. unique learning encounters.</p>	<p>Qualitative target:</p> <p>Aviation and other tourism, transport and hospitality industry actors possess the relevant skills, digital knowledge and competence to accommodate PwDs.</p> <p>Quantitative targets and measures: 150 major EU airports with 1,7 million staff have adopted the INCLAVI training curriculum. 50 major EU airlines with 553.000 employees have adopted the INCLAVI training curriculum.</p>
Efficient cost management	<p>Qualitative target:</p> <p>Aviation industry has improved its capacity for adaptation and has improved skills for anticipating costs from PwDs.</p> <p>Quantitative targets and measures: PwD true management costs are company internal information and not included in the projects public records.</p>	<p>Qualitative target:</p> <p>Aviation industry actors have been able to anticipate costs related to PwD management and the increase in PwD traffic using their adaptive capacity.</p> <p>Quantitative targets and measures: PwD true management costs are company internal information and not included in the projects public records.</p>

Documents and deliverables

18. Documents

The list describes the documentation expected to be produced during this project. Specific list of the deliverables can be found in the Grand Agreement.

#	Working package	Document / Deliverable Title
1	WP1: Project management	PM Manual
2	WP1: Project management	Final report
3	WP2: Current State Analysis	WP2 Summary
4	WP2: Current State Analysis	Policy recommendations
5	WP3: Curriculum Development and Piloting	Report on best practices and standards
6	WP3: Curriculum Development and Piloting	Curriculum demo
7	WP3: Curriculum Development and Piloting	Report on pedagogical framework
8	WP3: Curriculum Development and Piloting	Website + LMS
9	WP3: Curriculum Development and Piloting	Mobile app
10	WP3: Curriculum Development and Piloting	Final version of the curriculum
11	WP4: Recognition and certification	Certification process roadmap
12	WP4: Recognition and certification	Certification agreements templates and signatures
13	WP4: Recognition and certification	Implementation of certification report +feedback
14	WP5: Quality Assurance and Evaluation	Evaluation and quality assurance framework
15	WP5: Quality Assurance and Evaluation	Final report on quality assurance
16	WP6: Impact, Dissemination and Sustainability	Dissemination and branding plan
17	WP6: Impact, Dissemination and Sustainability	Sustainability of the consortium report
18	WP6: Impact, Dissemination and Sustainability	Dissemination implementation report

19. Project Surveys and Reports

Reporting:

Reports on Quality Assurance will be produced by WP5 Lead as follows:

MS5 1st Interim Report on Quality Assurance (August 2023)

MS15 2nd Interim Report on Quality Assurance (August 2024)

MS23 Final Report on Quality Assurance (June 2025)

During the project lifetime, Careeria will share *Progress Evaluation Survey Template* with the partners and ask them every six months to complete it for the defined time period in order to evaluate how the work is going so far, the development of the outputs, some aspects of the management and other matters. The template will be available electronically in the form of an online survey (Webropol). Careeria will prepare survey report and save it in HH teams under the WP5. All results under the scale 3.5 are raised up in Quality and Ethics board meeting. The template can be found in Annex 1.

Progress Evaluation Surveys will be produced by WP5 Lead as follows: March 2023, September 2023, March 2024, September 2024, March 2025.

Project Meeting Evaluation Template (online version Webropol)

After the end of Kick off meeting, Interim meeting and Closing meeting, Careeria will share with the rest of the partners a link for an online survey to assess how the meeting went. Careeria will prepare survey report and save it in HH teams under the WP5. All results under the scale 3.5 are raised up in Quality and Ethics board meeting. The template can be found in Annex 2.

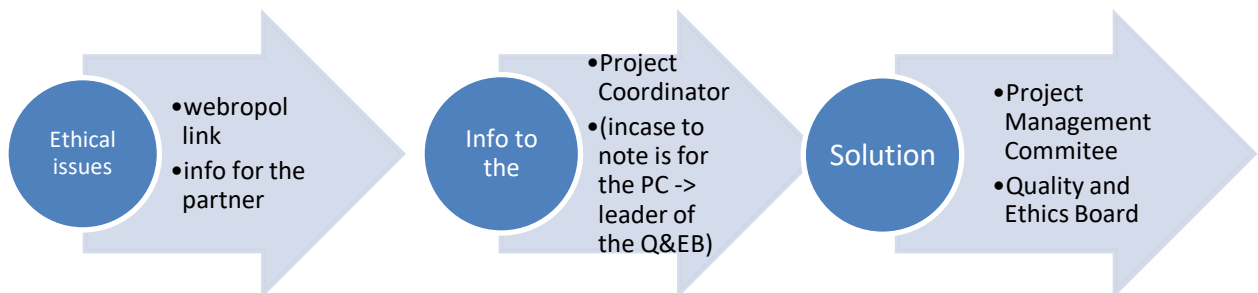
INCLAVI Evaluation form is used for the self-assessments and internal review for the deliverables, according to the Gantt chart. Self-assessments and internal review are done at least 4 weeks before the DL shown in the Gantt chart. WP leader will invite reviewer(s) to do the internal reviews for the deliverables or outputs. The template can be found in Annex 3.

20. Quality & Ethics Board

Partners set up a Quality and Ethics Board to oversee the resolution of potential conflict of interest, copyright issues, gender mainstreaming, environmental impacts etc., if such issues may emerge. Quality and Ethics Board will meet every second Wednesday of the month via Teams. One week before each Quality and Ethics Board meeting Careeria will issue meeting agenda to Key contacts and Board members. Members of the Quality and Ethics Board can inform

Careeria on the issues for the agenda (WP5 Teams Agenda folder). Minutes will be produced within one week of the end of the meeting.

Process for ethical issues



- In case of any ethical issues occurs during the work inside in the work packets, should WP leader first try to solve the problem
- Quality and Ethic Board should be informed if needed, and process should be evaluated.
- There is an anonymous Webropol channel open (link will be added also in HH Teams under WP5) <https://link.webpolsurveys.com/Participation/Public/9a6c1e5b-d9ec-44a6-8fb1-7f6842114e6d?displayId=Fin2667203>
- WP5 leader will follow the channel twice in month (every 1st and 3rd Monday of the month) and inform Project coordinator and Quality and Ethics Board if needed

Annexes

In the following pages, the following annexes are included:

Annex 1 - Progress evaluation survey template (online version)

Careeria will share this template with the partners and ask them every six months to complete it for the defined time period in order to evaluate how the work is going so far, the development of the outputs, some aspects of the management and other matters. The template will be available electronically in the form of an online survey (Webropol).

Annex 2 – Project Meeting Evaluation Template (online version)

After the end of kick off meeting, interim meeting and closing meeting, Careeria will share with the rest of the partners a link for an online survey to assess how the meeting went. The template will be available electronically in the form of an online survey (Webropol).

Annex 3 – INCLAVI Evaluation Form

INCLAVI Evaluation Form is used for the self-assessments and internal reviews for the deliverables, according to the Gantt chart. Self-assessments and internal audits are done at least 4 weeks before the DL shown in the Gantt chart. WP leader will invite reviewer(s) to do the internal audits for the deliverables or outputs. The template can be found in Annex 3.



21. Annex 1 – Progress Evaluation Survey Template

1. How would you rate the overall progress of the project?

1 - not good at all, 5 – excellent

1	2	3	4	5

2. How satisfied are you with the overall coordination of the project?

1	2	3	4	5

3. How satisfied are you with the communication and collaboration within the consortium?

1	2	3	4	5

4. How satisfied are you with your contribution to the project so far?

1	2	3	4	5

5. How satisfied are you with the partners' contribution so far?

1	2	3	4	5

6. How satisfied are you with the quality of the deliverables prepared to date?

1	2	3	4	5

7. How satisfied are you with how the project is progressing and how the objectives of the proposal have been met so far?

1	2	3	4	5

8. What has worked well in the project so far in terms of management, coordination, partner communication, partner involvement, development work, project outputs, etc.?

9. What are the major difficulties/challenges that you have experienced so far in the project?
How do you feel they could be resolved?

10. What improvements could be made to ensure that the project achieves its objectives?

11. Please add any other comments or concerns you have that were not addressed in the previous parts of this survey.

Thank you for your time!



22. Annex 2 – Project Meeting Evaluation Template

INCLAVI Project Meeting Evaluation Template

1. My organisation is: _____

2. Meeting was arranged well considering venue, time, and agenda

Strongly disagree 1 2 3 4 5 Strongly agree

3. Content of the agenda was prepared with the contributions of all partners

Strongly disagree 1 2 3 4 5 Strongly agree

4. Partners were guided well about accommodation and transportation

Strongly disagree 1 2 3 4 5 Strongly agree

5. Timing of the agenda was arranged properly in accordance with tasks

Strongly disagree 1 2 3 4 5 Strongly agree

6. I am satisfied with the infrastructure and services of the meeting venue

Strongly disagree 1 2 3 4 5 Strongly agree

7. Communication and collaboration before the meeting was efficient

Strongly disagree 1 2 3 4 5 Strongly agree

8. Communication and collaboration during the meeting were efficient

Strongly disagree 1 2 3 4 5 Strongly agree



9. Timing during the meeting was managed effectively by all partners

Strongly disagree 1 2 3 4 5 Strongly agree

10. Communication between project coordinator and partners was good

Strongly disagree 1 2 3 4 5 Strongly agree

11. Communication among all partners was good

Strongly disagree 1 2 3 4 5 Strongly agree

12. Project coordinator managed the meeting effectively

Strongly disagree 1 2 3 4 5 Strongly agree

13. Partners actively engaged in and contributed to the meeting discussions

Strongly disagree 1 2 3 4 5 Strongly agree

14. Partners collectively agreed on the assignments to be completed

Strongly disagree 1 2 3 4 5 Strongly agree

15. The meeting met my expectations


Strongly disagree 1 2 3 4 5 Strongly agree

16. Additional comments on collaboration and communication between WP's

17. Additional comments on the effectiveness and usefulness of the meeting

Thank you for your participation!

23. Annex 3 – INCLAVI Evaluation Form

 Co-funded by the European Union **INCLAVI Evaluation Form**

Evaluation of WP #
 Deliverable nr #

Name(s) of the evaluator(s)

Name of the evaluating organisation

Date when evaluation completed

Deliverables, evaluators' checklist			
	Yes	No	DNA
<i>Mark x to cell in column I, K or M (white cells only)</i>			
a) EU flag -logo is in visible place on the output	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) EU disclaimer is included	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) INCLAVI logo is in place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Language check (correctness, tone of voice, summary translations) is done. Referencing style is APA7 (Internal) APA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Quantitative criteria data (please see quality plan) is collected from the target group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Qualitative criteria information is collected (please see quality plan) from the target group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Results are in line with EU instrument and tools, specifically EQF and ESCO EQF ESCO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Accessibility is checked and matches (1) EU Directive 2016/2102 on the accessibility of the websites and mobile applications of public sector bodies; (2) European Accessibility Act 2019; (3) definitions in INCLAVI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Self-evaluation has been done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Supporting documents of the deliverable status and success etc. are listed and submitted as requested (when needed)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k) Best practices of open publication are considered (Open educational resources, creative commons etc. licensing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Successfully completed: <input type="text" value="0"/>			
To be revised: <input type="text" value="6"/>			



Additional information:		Accessibility check:
Creative Commons (CC)	EQF	University of Kent
OER, Open educational recourses	ESCO	AbilityNet
Ontario ALCF		Microsoft
APA		WCAG

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INCLAVI Evaluation Form

Evaluation of (learning) materials:

DNQ

Q

QQ

Mark x to cell in column I, K or M (white cells only)

1. Adequacy of content			
2. Quality of content			
3. Potential Effectiveness as a Teaching-Learning Tool			
4. Ease of Use (for Practitioners and Learners)			

Score:

0

0

0

Open-ended comments:

1. Adequacy of Content
Type here...

2. Quality of Content
Type here...

3. Potential Effectiveness as a Teaching-Learning Tool
Type here...

4. Ease of Use (for Practitioners and Learners)
Type here...

5. Comments
Type here...



INCLAVI Evaluation Form

Check for copyright and accessibility of individual figures and tables

Evaluation of WP #

Deliverable nr #

Name(s) of the evaluator(s)

Date when evaluation completed

Date when revision completed

Figures	Licence	Accessibility	Revised	Tables	Licence	Accessibility	Revised
Figure 1				Table 1			
Figure 2				Table 2			
Figure 3				Table 3			
Figure 4				Table 4			
Figure 5				Table 5			
Figure 6				Table 6			
Figure 7				Table 7			
Figure 8				Table 8			
Figure 9				Table 9			
Figure 10				Table 10			
Figure 11				Table 11			
Figure 12				Table 12			
Figure 13				Table 13			
Figure 14				Table 14			
Figure 15				Table 15			
Figure 16				Table 16			
Figure 17				Table 17			
Figure 18				Table 18			
Figure 19				Table 19			
Figure 20				Table 20			
Figure 21				Table 21			
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Figure 28				Table 28			
Figure 29				Table 29			
Figure 30				Table 30			
Figure 31				Table 31			
Figure 32				Table 32			
Figure 33				Table 33			
Figure 34				Table 34			
Figure 35				Table 35			

copy and continue next page if needed