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E-QUALITY IN MULTICULTURAL YOUTH PROJECTS

- 1-6. August 2014, Murzasichle, Poland -

Erasmus+ KA1 Seminar: "E-quality in multicultural youth projects"
Project number: 2014-1-PL01-KA105-001734

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Introduction

Our project "e-Quality in multicultural youth projects" came to life as a result of constant improvement which we try to promote at our association - Stowarzyszenie Inicjatyw Regionalnych (SIR). It was also due to high interest and demand on new knowledge and skills expressed by our partners in Europe. Most of you come from organizations that have been our partners for many years now. We enjoy this co-operation and would like to see many successful, high quality projects in the future. We hope you will be a big part of that and contribute with your enthusiasm, experience and skills.

The team that will take care of you during the project:

Stefan HULICKI – project co-ordinator, founder and president of SIR association

Graduated from international relations at the University of Economics in Kraków (2006) , Erasmus scholar at the University of Luton (UK), professional project manager (recently in the IT industry) also with over 10 years of experience in co-ordinating and facilitating youth projects (mostly: Youth, Youth in action, Erasmus+), participant of numerous seminars, trainings and conferences in Europe, previously also academic teacher, auditor at KPMG, business analyst at AonHewitt and co-founder and president of the British Alumni Society - Kraków branch.

Luiza CZAJKOWSKA – trainer

Graduated from journalism and public relations at the Jagiellonian University Professors College. Studied political sciences and holds a Bachelor's Degree in Cultural Studies and also M.A. in International Culture Studies at the Jagiellonian University. For this purpose in February and March 2006 carried out a research in Argentina, Paraguay and Brazil on indigenous people. Luiza brings to the project her extensive experience in NGO movement and training. She has prepared and implemented a few dozen trainings, seminars and courses in non-formal education, civic participation, European and intercultural affairs in almost all countries in Europe also in Canada and Israel. Alumni of the School for Leaders Association. Since 1997 a member of the Krakow European Club. Since 1998 a board member of the European Youth Co-

operation Center responsible for international relations, trainings, PR and communication. Since September 2004 member of the Association for Community Colleges based in Denmark. She was a stagière in the Cocoa & Coffee Company in Abidjan, the capital city of Ivory Coast. For over four years now she is an external expert at British Council, United Kingdom, evaluating applications funded by European Council's (Youth in Action and current Erasmus+ Programmes in UK), evaluating and monitoring projects funded by the Programme, preapring specific studies and analyses relating to any other aspects of the Erasmus+ Programme

Who is SIR?

Stowarzyszenie Inicjatyw Regionalnych "SIR" (Regional Initiatives Association) is a non-profit NGO organisation based in Tarnów, Poland.

The main goals of the association are: organizing european youth exchanges, improving co-operation of young Europeans and their organizations, creating and carrying out various local and regional initiatives, assisting in the process of European integration, working with youth from poor, defavourised regions, co-operating with cultural and scientifical institutions in Poland and abroad, promoting: democracy and citizenship development, tolerance, freemarket economy, cultural heritage, sports, healthy lifestyle and ecology.

It was founded in december 2003 in Tarnow. We are a group of young people from various parts of southern Poland, mostly students. At the moment we have over 30 members. The main goals of our organisation are: organizing european youth exchanges, improving co-operation of young Europeans and their organizations, creating and realizing various regional initiatives, assisting in the process of European integration, co-operating with many cultural and scientifical institutions in Poland and abroad, promoting: sports, healthy lifestyle and ecology. So far we have carried out 18 projects in the EU's „Youth" and "Youth in action" programmes. We are already preparing for the next ones within the Erasmus+ Programme and also continuously trying to widen our field of activities.

We have carried out a Contact Making Seminar entitled "Let's be friends", a feasibilty visit entitled "The door is open" and a partnership building activity entitled "You are not alone".

During all these projects we hosted groups from various organisations, representing probably all european countries, together more than 500 young people!!!

In February 2006, as a result of widening our activities we have organised "Winter holidays with curling" – a local sport event for youngsters in Kraków.

Apart from being active in Poland we send our members to various projects abroad, especially youth exchanges and trainings. We are always very open for international co-operation!

Also find us on: **www.facebook.com/StowarzyszenieInicjatywRegionalnych**

How can you use the tools you've learned about on this seminar on your own organization?

Rita, Portugal: I will use a lot of things, it is important to enrich the quality of the projects. This seminar was exactly about this- sharing some tools to work better, to manage better the projects. My role will be to spread the information to my colleagues, and in my case (FAJUDIS) I will try to organize a workshop, seminar to spread the information to the others.

KARIN, Italy: It will help me to organize better the initial-, mid-, final evaluation process within on NGO's activities.
Some ICT tools will be used for the activities as interesting tool for developing Key Competences in a better way by empowering the quality of project's results.

Multiculturality in a project- what does it mean to you?

Filip, Croatia: A lot of different nations working together to achieve some aims, goals- learning from each other something.

Monica, Romania: It was my objective before I came here- to learn as much as possible about the cultures. With this experience I found more similarities between my culture and other cultures than differences. Multiculturaliy for me is sharing a cultural background with others, becoming more aware of diversity.

Faustyna, Lithuania: It gives you no choice just to be open to other cultures and countries; it raises your cultural awareness just by talking to the other people or just by being by their side.

What is quality in a youth project?

Paulius, Lithuania: Appropriate impact- not only on the participants, but also on the local community and participating organizations; successful delivery of the daily activities. Continuity- after finishing a project, the partnership isn't over, it becomes a future continuous collaboration.

Jozé, Portugal: Quality means an accomplished time table, creativity, complex and eclectic project, with many associations gathering in a project.

What did you learn during this seminar?

Monica, Romania: Learnt about other cultures, became more aware of my cultural knowledge, learnt how to dance Greek dances ☺, improved my knowledge regarding Project Management, improved my skills in regards to team work, improved my ability to speak in public.

Helena, Croatia: Learned quite useful things about Project Management, since I wasn't familiar with associations work, this seminar was excellent for me, became a lot more motivated to do the Erasmus exchanges and working with organizations from all around Europe and other

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Christos, Greece: During this seminar I learned interesting things. Now I am familiar with the project management and the best practices that the managers use! Also I improved my English skills. But the most important is that I met interesting young people and their cultures!

Rita, Portugal: During this seminar I did a reflexion on what a project manager really should be and what I do in the field. Because sometimes we forget some steps because we just don't have time, or because we might think that it could not be important, but actually it is. The group was really nice, different cultures, different experiences, but all interested in learn and share. I really hope that we have established good relationships to continue the contact working in follow up actions.

Agné, Lithuania: As I'm not an organizator of projects, but just a youth worker and volunteer, I've got a lot of information from experienced people. That was a wonderful opportunity to learn and I think that later in my future I'll more able to grow up in organization.

Sofia, Greece: During this seminar I learned more about project management, to work as a team, that inspiration can be anything or everyone and how important is the evaluation during the project. I also learned more about different cultures of the participants of this seminar.

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Carmen, Italy: I learnt very useful information about how can I write a quality project, especially about tools that can spread dissemination and exploitation of results. It was very interesting and helped me to really understand many things even about multicultural dimension that is one of the most important topic for this kind of projects.

Andrea, Italy: This seminar gave me the opportunity to learn a lot of things:
The most important was how to manage the budget! The seminar also improved my communication skills about how to promote the project in the social network and on the web.

Oksana, Lithuania: During this seminar I learnt a lot of project management tools, internet marketing, how to use correct social media tools in my daily work, also I learnt new words from other languages, I filled my inspiration gaps to continue working with young people.

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Cristina,Italy: This seminar was very interesting for me because it gave me the opportunity to learn a lot about the project management, it gave me the opportunity to share experiences, advices and the most important of all… it gave me new inputs for my future work life…thanks to everyone!

Brigi, Romania: The seminar offered me a platform where I learned about good practices that will help me in future project management in my organization, giving me an in-depth aspect of Erasmus+ Programme too.

Paulina, Poland:

I met fantastic people who gave me enormous inspiration, motivation and practical knowledge on how to transform my ideas and experience into effective, useful projects.

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Luiza, trainer: It was pure joy working with such motivated individuals. Everyone did their best to participate and make my work super fun! Thank you! You inspired me to work harder and to keep my motivation at the highest level. And for quality…as a brave Marine, William A. Foster used to say: "Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution, it represents the wise choice of manv alternatives."

Stefan, project coordinator:

I would like to thank all people involved in this project for making it such a success! We are delighted to see all project aims being met with such quality. Both for our association as well as other partner organizations all the effort during seminar activities has led to a significant increase of knowledge and skills, both among our leaders and within the institutions. I am deeply convinced we all now have a much stronger capacity for carrying quality initiatives in the future.

What is Erasmus+?

SPECIFIC OBJECTIVES

- ƒ improve the level of key competences and skills, with particular regard to their relevance for the labour market and their contribution to a cohesive society, in particular through increased opportunities for learning mobility and through strengthened cooperation between the world of education and training and the world of work;
- ƒ foster quality improvements, innovation excellence and internationalisation at the level of education and training institutions, in particular through enhanced transnational cooperation between education and training providers and other stakeholders;
- ƒ promote the emergence and raise awareness of a European lifelong learning area designed to complement policy reforms at national level and to support the modernisation of education and training systems, in particular through enhanced policy cooperation, better use of EU transparency and recognition tools and the dissemination of good practices;
- ƒ enhance the international dimension of education and training, in particular through cooperation between Programme and Partner-Country institutions in the field of VET and in higher education, by increasing the attractiveness of European higher education institutions and supporting the EU's external action, including its development objectives, through the promotion of mobility and cooperation between Programme and Partner-Country higher education institutions and targeted capacity building in Partner Countries;
- ƒ improve the teaching and learning of languages and to promote the EU's broad linguistic diversity and intercultural awareness.

PRIORITIES

- ƒ developing basic and transversal skills, such as entrepreneurship, digital skills and multilingualism in all fields of education and training, using innovative and student-centred pedagogical approaches and developing appropriate assessment and certification methods, based on learning outcomes;
- ƒ enhancing Information and Communication Technologies (ICT) uptake in teaching and learning, through the support of learning and access to open educational resources (OER) in the education and training fields, supporting ICT-based teaching and assessment practices and by promoting the transparency of rights and obligations of users and producers of digitised content;
- ƒ promoting stronger coherence between different EU and national transparency and recognition tools, so as to ensure that skills and qualifications can be easily recognised across borders;
- ƒ supporting the adjustment of funding and investment in education and training to new needs and the development of improved funding approaches for skills development, in particular through partnerships and cost-sharing;
- stimulating debates on efficient and sustainable investment in education and training at European and national level involving all the relevant stakeholders.

WHAT IS YOUTHPASS?

Youthpass IS	Youthpass IS NOT
a confirmation of participation by the organisers of a specific activity	something which gives any rights to the holder
a description of the activity (at the moment this includes participation in Exchanges, Voluntary Service, or Training Course – other Actions will be introduced later)	a formal accreditation of competences
an individualised description of - activities undertaken - learning outcomes	a replacement for any formal qualifications
a certificate for people participating in Youth in Action Programme activities	available to demonstrate learning outcomes from activities undertaken in the YOUTH programme (which came to an end in 2006)
a tool which puts the Key competences for Lifelong Learning into practice	
firmly based on principles of non-formal education and learning	
supported by the Youth in Action Programme of the European Commission	
a way of improving visibility of learning in the Youth in Action Programme	
an explanation of Youth in Action Programme activities which can be understood by people outside the youth	

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GOOD PRACTICES IN PROJECT MANAGEMENT

Best Practice Project Management

PLANNING AND SCHEDULING • Effectiveness of historical plan information • Usefulness of assumptions • Planning approach • Planning tools and systems • Task requests • Late change requests and systems • Plan update effectiveness	**TIME ESTIMATING AND CONTROL** • Internal time estimates • External influence evaluation • Simulation modelling • Contingency planning effectiveness • Lead time evaluation methods • Change request impact calculation	**COST OR EXPENSE ESTIMATING AND CONTROL** • Rate and fee assumptions • Estimating effectiveness • Cost breakdown • Budget shape and level of flexibility • Cost monitoring methods • Cost contingency planning • Cost revision methods	**QUALITY ASSURANCE AND CONTROL** • Quality planning tools • Quality systems and standards • Statistical tools used • Measurement and monitoring of quality • Standards and specification appropriateness • Quality checks and audits	**MANPOWER MANAGEMENT AND CONTROL** • Manpower plan effectiveness • Organisational design efficiency • Role description accuracy • Recruitment effectiveness • Training & induction effectiveness • Teamwork effectiveness • Appraisal systems effectiveness
TASK OR SCOPE DEVELOPMENT • Project task selection criteria effectiveness • Charter clarity • Cost/benefit analysis • Alternative approaches evaluation • Work breakdown effectiveness • Performance measurement system	**RISK MANAGEMENT AND CONTROL** • Risk management plan • Risk mitigation strategy and control effectiveness • SWOT analysis • Contingency planning • Disaster planning and recovery effectiveness	**RESOURCING AND PROCUREMENT** • Make or buy determination • Procurement plan completeness • Supplier pre-qualification effectiveness • Bid/proposal screening effectiveness • Resource completeness • Procurement documentation	**PROBLEM SOLVING** • Problem solving tools effectiveness • Use of problem solving techniques • Solution generation effectiveness • Dispute handling outcome efficiency	**COMMUNICATION AND DECISION MAKING** • Communication plan • Communication systems and methods • Meeting effectiveness • Information dissemination effectiveness • Decision recording systems • Databases • Lesson learned effectiveness

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The 4D's of planning a project

What is a SMART goal?

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Mind tools in project management

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Soft skills of a project manager

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How to develop a dissemination plan?[1]

To be most effective, dissemination strategies must be incorporated into the earliest planning stages of a project: in creating a dissemination plan consider several key questions

1. GOAL –what are the goals and objectives of the dissemination effort? What impact do you want to have?
2. AUDIENCE- who is affected most by this activity/research/project? Who could be interested in learning about the project? Is this of interest to a browser community?
3. MEDIUM-what is the most effective way to reach each audience? What resources does each group typically access?
4. EXECUTION-when should each aspect of a dissemination plan occur? (e.g. what points during and afterwards?) Who will be responsible for dissemination activities?

Key characteristics of an effective dissemination plan:

1. Orient toward the needs of the audience, using appropriate language and information level
2. Include various dissemination methods: written text including illustrations, graphs and figures; electronic and web-based tools; and oral presentations at community meetings and other projects.
3. Leverage existing resources, relationships and networks fully

Strategies for dissemination plan

1. Letter of thanks to participants/organizations/other important stakeholders
2. Media coverage
3. Local events seminars, conferences, community forums/health fairs
4. Press release
5. Flyers, posters, brochures, briefs (visually-appealing, require extensive simplification of information due to limited space

[1] http://www.yale.edu/bioethics/contribute_documents/CARE_Dissemination_Strategies_FINAL_eversion.pdf

6. Project (outcomes) summary document
7. Newsletters
8. Community agency publications and websites and list-serves (an application that distributes message to subscribers)
9. Policy briefs
   - presenting the rationale for choosing a particular policy alternative or course of action in current policy debate

   Audience interested in potential solutions based on new evidence.

   Project results could be utilized to advocate for legislative and policy change at local, district, national levels. Advocacy groups and legislators look to current trends and information to make decisions.

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Press release

Project title: E-quality in multicultural youth projects

The power of quality in a multicultural youth project

The Stowarzyszenie Inicjatyw Regionalnych from Poland organized the "**E-quality in multicultural youth projects**" project in Poronin in 1-6. August 2014, gathering 26 participants from 12 organizations in 8 countries (Poland, Portugal, Lithuania, Romania, Italy, Greece, Croatia, Bulgaria) of EU. The project was funded by the European Commission's Erasmus+ Programme.

The **participants** were youth workers, legal representatives, members, trainers, facilitators, project co-coordinators, representing organizations working with youth, with multicultural experiences, which want to increase the quality of their projects and activities.

The seminar was **facilitated** by two experts in the field: Luiza Czajkowska – trainer and Stefan Hulicki – project coordinator, founder and president of SIR association.

The **main topic** throughout the seminar was about various approaches to quality in projects, daily activities, promotion, dissemination of results and various initiatives undertaken by multicultural youth organizations. The seminar sessions included meeting experts, knowledge exchange, discussion panels, practical workshops, working in groups, daily evaluations, intercultural activities.

As a **result** of this project its participant have exchanged their experiences, gained new knowledge, possibility of practical use of new competences, ICT (Information and Communication Technologies) skills. They also had the opportunity to consult and get feedback from experts and all that supervised and assisted by a professional trainer. Both organizations and participants received long term profits, which they will be able to observe in better management of their NGO's, more effective promotion and communication, better contact with youth, time savings, new contacts and numerous new individual and organizational inspirations.

The participants produced a booklet and a video of the seminar as a **dissemination** of the results of the project, which can be found on the website of the hosting organization (www.sir.edu.pl).

Useful websites and applications:

www.stumbleupon.com – for finding useful websites according to your interests

www.pinterest.com – creating dashboards with pictures, pictograms, infographics you are interested in

www.dropbox.com – storing files, pictures, documents and sharing it with others

www.docs.google.com – storing files, pictures, documents and sharing it (also can edit it in real time)

www.twitter.com – sharing your ideas, websites, pictures in maximum 140 characters

www.linkedin.com – creating a professional network, job applications, CV

www.tumblr.com – interactive mini-blog

www.blogpsot.com - blog

www.wordpress.com - blog

www.skype.com – communication platform for chatting, calling, video calling

www.prezi.com – for making interactive presentations

www.proz.com –freelance translators

Erasmus+ Programme Guide: http://ec.europa.eu/programmes/erasmus-plus/documents/erasmus-plus-programme-guide_en.pdf

Europass CV: http://europass.cedefop.europa.eu/en/documents/curriculum-vitae

Yothpass: https://www.youthpass.eu/en/youthpass/

EVS Database: http://europa.eu/youth/evs_database

Duolingo- Language learning application

Snapchat- social media application

Bobsled- International calling application

Participating organizations

Name of the organization	Country	Contact
Association of Intercultural Communities	Romania	as.comunitatilor.interculturale@gmail.com
In Progress Calabria	Italy	karin.inprogresscalabria@gmail.com
uMunthu	Lithuania	pauliusprei@gmail.com
FAJUDIS	Portugal	www.fajudis.pt
Independent Youth Association	Croatia	www.num.hr https://www.facebook.com/num.lepoglava
Social Cooperative Enterprise of Crete	Greece	mvpapan@gmail.com
Young Partners	Romania	http://www.youngleaders.ro/indexro.html
H2O	Portugal	www.h2o.pt
Club of travelers	Lithuania	www.kww.lt
Socialab	Italy	facebook contact: socialab
Laurus	Bulgaria	stanev.vladimir@gmail.com
Pro Futuro Europae	Poland	www.profuturo.org secretariat@profuturo.org

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Partner organizations:

SOCIALAB

inProgress CALABRIA

INSTYTUT EUROPEJSKI
PRO FUTURO EUROPAE
WARSZAWA KATOWICE KRAKÓW

YoungPartners

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