

2015

Bhagavat Educational Trust

Evaluation Board /Executive Committee



QUALITY MANAGEMENT

Bhagavat Educational Trust is dedicated to an efficient and focused evaluation methodology of transnational mobility that emphasises the need to strive for constantly improving and evolving projects.

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Foreword

The object of quality management of the Living and Learning Abroad mobility project, and its evaluation, is essentially centred on the evaluation of the following two objectives:

- Personal and professional betterment of the individual
- Increased European awareness and intercultural understanding

To effectively demonstrate the role of our evaluation strategy for this transnational mobility project it is important to firstly introduce the main stakeholders in the evaluation process of the projects and to explain how and to what extent they figure in the overall quality management strategy:

The Evaluation Board

The Evaluation board carries out essential functions within the transnational mobility programmes and simultaneously oversees preparation, implementation and evaluation phases of each project. The evaluation board also has a direct input on subsequent policy direction, appraisal and resulting action plans. The evaluation board reports directly to the executive committee.

The Participants

First and foremost it is the betterment of the project from the point of view of the participants which is the leading beacon when assessing and maintaining the quality of all transnational mobility projects. For this reason all participant's comments, feedback, opinions, suggestions and outcomes are canvassed thoroughly and are acted upon at an executive level. **Appendix one represents analysis and collection of participant input into the evaluation process.**

UK Partner Representatives (Team Leaders)

The team leaders or supervising adults that accompany each transnational mobility participating group are important components in the quality management process. They are involved from the very first point of contact (they in effect are the target point when sourcing suitable target groups) and are involved in periodically supplying Bhagavat Educational Trust with reports and updates on the status and outcomes of each mobility participant. **Appendix two illustrates the soft skills report completed and returned to the evaluation board for transnational mobility.**

Evaluation Phases within Quality Management

There are three main phases to the evaluation of our transnational mobility projects and the elements on which quality management is most highly concentrated:

1. Preparation Phase

The preparation phase of any mobility project is fundamental to the very success of the entire mobility programme. We use the preparation phase to properly inform all potential mobility participants and to guide them through each step of information gathering, mobility registration, necessary administration and the pre project finalisation of all necessary practical arrangements.

During the preparation phase a focus is put on the establishment of clear learning pathways and the beginnings of language acquisition. It reflects the importance of the preparation phase that a significant emphasis is put on evaluation, appraisals and constant improvement at this stage of the transnational mobility project.

The method used for evaluation of the preparation phase is a detailed questionnaire that all participants fill in (young people and team leaders) during the two week project. An example of the questionnaire for young people can be viewed in appendix 3 and the questionnaire adapted for team leaders can be viewed in appendix 4. These results are collected and acted upon by the evaluation board and the executive committee that is made up of the board of directors and the chief executive.

2. Implementation Phase

To evaluate the success, the strengths and the areas for improvement of the implementation phase the same detailed questionnaire is completed and returned to the evaluation board via the Bhagavat Educational Trust Staff overseeing the project on the ground. Please also refer to appendix 3 and 4.

3. Post Project

The post project phase of the transnational mobility projects is arguably the most important phase in the evaluation process. The success of the very programme is measured against the outcomes of the participating groups and individuals. Within six months of the end of the two week project in the host country team leaders are asked to fill in two evaluation forms which comprise an assessment on the soft skills picked up because of the project and also a report on the status of the young people i.e. whether each individual remains unemployed, or has entered education, training or employment.

Participant Satisfaction

Over the next pages we will go into more detail concerning the organisation's priorities in quality management. Bhagavat Educational Trust depends on its project participants and therefore should and it is trying to understand current and future participants' needs, should meet participants' requirements and strive to exceed participants' expectations.

Company's objectives

- **Participant Focus** - actively reviewing the needs of every young person that takes part in a team challenge through personal observation, dialogue and different questionnaires; making the participants aware of the company policy and its goals and expectations and services; ensuring the organisation is aware of participant needs; corrective action when the project fails to meet expectations;
- **Continual Improvement** – of projects, services, working environment, staff development, and management and production processes;
- **Increased Effectiveness** in the use of the organisation's resources to enhance participant benefits from the project

The applying of those principals of participant focus typically leads to:

- Researching and understanding participant needs and expectations;
- Ensuring that the objectives of the organisation are linked to the participants needs and expectations, i.e. learning pathways
- Communicating customer needs and expectations throughout the organisation
- Measuring participants satisfaction and benefits and acting on the results;
- Systematically managing the relationship with the organisations we are working with internationally and in the UK

- Ensuring a balanced approach between providing mutual assistance to all participants and keeping the interest in other interested parties;
- Ensuring a balanced approach between participant benefits and other stakeholders- such as different orphanages, employees, local communities and society as a whole.

Measuring of how the participants in our team challenges accept the project

As noted above, the benefit for the marginalised groups Bhagavat Educational Trust targets is a leading priority. Bhagavat is working on two sociological researches that allows us to keep score and improve in any relevant areas. According to that sociological research the overall satisfaction of the project is 89% excellent. Overall the participants are very happy of their work and the skills they gained.

Partnership and subcontracting

In order to be able to run the project Bhagavat educational trust need to cooperate with different host and sending organisations in the different countries - for Bulgaria that would be Bhagavat Bulgaria; for Turkey that is the Local Municipality in Izmit. The agreement with both countries is the same.

The Role of Host Partners

Our aim is to work with youth organisations whom already work with marginalized young people in the host country, examples include orphanages, Day Centres, Half Way Homes etc.

The role of Host partners is as follows:

- To provide a quality and positive 2 week "Living and Learning Abroad" placement for 10 young people (working 35 hours per week)
- To organize suitable safe accommodation (in a hostel or 1 or 2 * hotel – we do not use host families).

- To provide a Support Worker from the host organization who acts as a point of contact for young people, holds regular support meetings with them and gives help on any problems that arise.
- In conjunction with Bhagavat Educational Trust, carry out a comprehensive health and safety check on "Living and Learning Abroad" placement and accommodation and take appropriate measures to minimize any risks or hazards posed to the participants.

Partnership Agreement

The European Commission requires that all Host partners sign a partnership agreement with Bhagavat Educational Trust. This outlines both the responsibilities of Hosting Partners as well as Bhagavat Educational Trust. This has been developed in line with Leonardo da Vinci requirements.

The Role of Bhagavat Educational Trust

Bhagavat Educational Trust in return provides the following:

- Funding for accommodation, local travel and food
- A placement fee to the host organization to cover Support Workers time
- A pre-visit to new partners to support the setting up of placements
- A comprehensive preparation programme for young people to ensure they are as prepared as possible for the experience.

Health and Safety

Bhagavat Educational Trust is committed to ensuring the health, safety and welfare of all participants. Young people will have for this reason there are a number of steps we undertake with Host Partners and with participants. Details of these are given below.

Host Partners

We ask all Host Partners to undertake a risk assessment in conjunction with Bhagavat Educational Trust. A risk assessment is a document which outlines any potential risks to the health and safety of participants, and gives details of steps being taken to minimise these risks (for example a risk may be

participants working with tools). The risk assessment will cover the accommodation, the actual project placement, local travel and any other activities that participants may be involved with. For new partners this risk assessment will be completed by Bhagavat Educational Trust during a pre-visit. For established partners this will be completed together by email/ telephone.

We also ask Host Partners to:

- Provide us with the name of one person who is responsible for all health and safety matters for your organisation
- Brief all participants on the health and safety procedures and rules for both accommodation and project placement (for example what to do in case of fire).
- Find accommodation which meets local health and safety regulations and maintains up-to-date public liability insurance
- Ensure all project placement are safe and that experienced supervisors are provided at all times
- Ensure that no project placement involve the use of electrical equipment (such as electric saws or drills), or the use of chemicals
- Where possible project placement should not involve heavy lifting or working at heights (e.g. using ladders)
- Ensure emergency procedures are in place
- Report any accidents or incidents to Bhagavat Educational Trust
- Where participants are using means other than public transport, to ensure that properly trained drivers are used and that the safe condition of the vehicle has been verified and has current motor insurance cover. Medical information on all participants will be provided to Host Partners prior to the placement start date.

Implementation

Forms

In order to comply with the current regulations we are required to ensure certain forms are completed, consequently please find these listed below:

The following forms are needed from Host Partners which can be found on the following pages and on our web site. http://www.bhagavat.org.uk/overseas_partners.html

Management Responsibilities

Communication

Effective communication has a pivotal role in Bhagavat Educational Trust. It affects the work and environment of every person inside the organisation, therefore we have a communication plan that establishes a useful dialog between the people that work in the Charity and help to reduce staff concerns. The main belief we have is that the good communication is a two way process: setting up an action to get reaction.

The people that work in Bhagavat are all people that take part directly in the working process. We are all part of the working team. The communication between us is helping to inform everyone about the status of the work, the reports of meetings, what is coming up next etc. The feedback enables us to identify and resolve issues as they arise.

Our different organisation tools:

- **Briefings** – regular briefings are really important to us. We like to keep them short and to the point. They take place twice every week- on Monday and Wednesday. The Monday meetings are about the weekly schedule and what is important to be done during the week. It is also about delegating different tasks to different members. The Wednesday briefings are more about an update on what is going on and how far is everyone with their tasks.
- **Regular Team buildings**- They take place every 2-3 months outside the office. They include different activities and staff meetings. The main task for such meetings is to improve the

communication between the staff and also to make a plan on important tasks for the following months. The organization of every team building is a responsibility of the team.

Keeping everyone informed is a main goal for Bhagavat. Every person that is part of the team is encouraged to share with the rest what has been achieved, what we are aiming in the next one month, to criticize and to comment. Every different opinion is under discussion and the majority wins.

Education and Training

Bhagavat recognizes that training is a “basic factor” in achieving the business objectives when we decide to improve business performance, exchange information and initiate teamwork. Remaining competitive today happens by creating positive change through innovation and excellence. Being open to change means being able to see the whole system and to be open to different points of view as they explore together how to improve the system and meet business objectives. We are trying to keep our set of tools and improve it through education and training. Spending time and money on education and training help us to break through old patterns and create new ones. Education and training are our significant stimulating factors for changing an organization’s culture.

Evaluation Structures

For a detailed description of organisational structures which also encompass evaluation responsibilities please refer to appendix 5.

The first set of evaluation of questionnaires distributed to mobility participants is during the two week project in the host country. The responsibility for the successful completion and return of these evaluation indicators has the Overseas (Implementation) Manager and the UK office representative that is active in the implementation of all international mobility projects. These questionnaires are passed on to the evaluation board that analyses them and passes on summaries and action plans to the executive committee in order to shape future policy.

The distribution and collection of post project questionnaires is managed directly by the evaluation board that is based in the UK central office. The board ensures completion and provides relevant guidance. Again, feedback, questionnaires and recommendations are passed up to the executive committee to shape and direct future policy.

Organisational Chart – channels within quality management

Appendix 5 (for appendixes 1-4 please refer to files in containing folder)

