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**INTEGRATED ECOTOURISM MANAGEMENT IN INDONESIA (INTEM)**

Project No. 599020-EPP-1-2018-1-NL International Capacity Building Higher Education-CBHE-JP

INTEM Project Coordination - Leiden Ethnosystems And Development Programme (LEAD)

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**DETAILED DESCRIPTION OF THE PROJECT**

**WP 8.3**

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| Description  | Deliverable No. 8.3 refers to the input of the Project Quality Assurance and Evaluation Commission at the benchmarks of WP1, WP2, WP3, WP4 and WP5.Media: On-line publication on the INTEM Project website |
| Due date | Months 3; 6; 12, 13; 19 , 24, 29 and 36 of the project life cycle (approved adaptation) |
| Languages | English |

International Project Meeting of the EU project on INTEM in Chania, Crete (INTEM)

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**INTEGRATED ECOTOURISM MANAGEMENT IN INDONESIA (INTEM)**

**INTEM PROJECT**

**ON THE DEVELOPMENT OF THE MSC PROGRAMME ON**

**INTEGRATED ECOTOURISM MANAGEMENT IN INDONESIA**

**REPORT**

**OF THE INPUT OF THE**

**PROJECT QUALITY ASSURANCE AND EVALUATION COMMISSION**

**AT THE BENCHMARKS OF**

**WP1, WP2 AND WP3 OF YEAR I**

**2019**

**Introduction**

The Members of the *Quality Assurance and Evaluation Commission*, responsible for the quality and management of the coordination and monitoring of the tasks of partners of the project include one representative of each partner and one administrator, and have been selected and appointed during the project ‘kick-off’ meeting in Bandung, Indonesia from 1-10 April 2019.

As such, the appointed Members include the 8 local project managers of the participating partners and are responsible for the periodical assessment of the maintenance of quality of the execution of all tasks as well as for the correct implementation of the various evaluations of teachers, trainees and students at the benchmarks, indicated in WP 6 on Project Evaluation and Assessment.

The permanent and effective communication and reporting will be ensured through the electronic platform of the newly-established INTEM website. In addition, tools such as video conferencing, skype meetings, and drop boxes, enabling the partners to enter into on-line meetings, workshops and conferences, organised and initiated by the coordination of the project.

The communication and reporting of the *Quality Assurance and Evaluation Commission* is ensured through the platform of the electronic website of the INTEM website. In addition, tools such as video conferencing, skype meetings, and drop boxes are enabling the partners to enter into on-line meetings, workshops and conferences, organised and initiated by the coordination of the project.

The tasks of WP8 includes the following:

8.1 The scheduling and organization of the INTEM Project meetings over the 3-years period of time;

* 1. The management and monitoring of all the Work Packages;
	2. The input of the Project’s *Quality Assurance and Evaluation Commission* at the 3 benchmarks of WP8.

The execution of tasks of the *Quality Assurance and Evaluation Commission* for Year I involves the regular assessment of the maintenance of the quality of the project activities encompassing the input of WP 8.3 at the benchmarks of WP1, WP2, WP3. These benchmarks for Project Year I encompass 3 subsequent periods of time, as follows:

WP1: Month 1-3 – benchmark Month 3

WP2: Month 4-6 – benchmark Month 6

WP3: Month 7-12- benchmark Month 12

The management plan and the decision-making process is safeguarded by the establishment of the *Quality Assurance and Evaluation Commission*, which is responsible for the maintenance of quality of the execution of all tasks as well as for the correct implementation of the various evaluations of teachers, trainees and students if applicable at the benchmarks, indicated in WP 8.3.

The continuing sequence of the tasks executed by the Project’s *Quality Assurance and Evaluation Commission* at the benchmarks of the 3 phases of WP1, WP2 and WP3 of Year I (WP 8.3) is represented in Figure 1 below.

*Quality Assurance & Evaluation Commission*

Figure 1. Circular flowchart of a continuing sequence of the tasks executed by the Project’s *Quality Assurance and Evaluation Commission* at the benchmarks of the 3 phases of WP1, WP2 and WP3 of Year I (WP 8.3).

The Quality Assurance and Evaluation Commission in which all participating members are represented will be responsible for safeguarding the quality of the Project, advised by the Coordinator.

As further elaborated in the detailed project description under Part H, the following assumptions are in place in WP4

- All partners of the INTEM Project in Europe and Indonesia are selected to provide highly advanced expertise in integrated ecotourism management as a contribution to international capacity building in higer education in Indonesia throughout the 8 Work Packages ;

- All partner institutions are represented in the Project Evaluation Commission to secure high quality input and outcomes from the project ;

- Regular evaluations from participants are scheduled at pre-established benchmarks at the completion of each of the Work Packages throughout the life cycle of the INTEM Project ;

- The evaluation from teachers, trainees, students and administrative staff and the related feed-back at the benchmarks will be established in separate Quality Assessment Documents and published on the INTEM Project website.

The tasks of the evaluative work of WP4 will include the following:

1 Joint design of the Teachers Evaluation Protocol;

2 Joint design of the Students/Trainees Evaluation Protocol;

3 Timely joint execution of the Teachers Evaluation Protocol;

4 Timely joint execution of the Students/Trainees Evaluation Protocol;

5 Appropriate reporting, analysis and documentation of the Teachers Evaluation and Assessment results for reflection, feed-back and follow-up of the activities of the subsequent work packages;

6 Appropriate reporting, analysis and documentation of the Students/Trainees Evaluation and Assessment results for reflection, feed-back and follow-up of the activities of the subsequent work packages.

The quality assurance and evaluation tasks of the *Quality Assurance and Evaluation Commission* have been summarized and communicated among all partners, and executed on the basis of the results of the project activities implemented during the 3 main interacting phases in the process of Year I, and include the following, as indicated in Figure 1’

Phase 1 WP 1 Preparation of the INTEM Project

Phase 2 WP 2 Educational and Societal Need Assessment

Phase 3 WP 3 Curriculum Development of the MSc Course

Phase 4 Conclusion of Results of Year I

Phase 1 - WP 1 ‘Preparation of the INTEM Project’

At the benchmark of WP1 in Phase 1 in Month 3 of the Project, the Members of the *Quality Assurance and Evaluation Commission* have made an assessment of the quality and management of the coordination and monitoring of the results of WP 1 ‘Preparation of the INTEM Project’, including the following:

WP1.1 *Report of the minutes and decisions taken during the Constituent Meeting*, prepared by all partners.

WP1.2 *Plan of Operations formulated during the Constituent Meeting*, prepared by all partners.

WP1.3 *Design and implementation of the INTEM Website,* jointly prepared by all partners.

WP1. 4 *Final Document of the Memorandum of Understanding* (MoU), as agreed upon in the discussions during the Constituent Meeting,

WP1.5 Official undersigning of the MoU during the undersigning ceremony at Partner 4 (UNPAD).

Performance indicators implemented by the *Quality Assurance and Evaluation Commission* show the following:

WP1.1 Report: ‘totally accomplished’.

WP1.2 Plan of Operations: ‘totally accomplished’.

WP1.3 Design: ‘totally accomplished’

WP1.4 Memorandum of Understanding: ‘totally accomplished’

WP1.5 Official Undersigning of the MoU:’ totally accomplished’

Remarks: The *Quality Assurance and Evaluation Commission* found a deficiency in the administrative and financial support of the project by the coordinating Institution (LU), as reported by the beneficiaries/partners, and the Primary Coordination Contact (PCoCo).

The Primary Coordination Contact (PCoCo) has reported the deficiency to the Project Advisor of EACEA in Brussels in order to solve the problem.

Phase 2 - WP 2 ‘Educational and Societal Need Assessment’

At the benchmark of WP2 of Phase 2 in Month 6, the Members of the *Quality Assurance and Evaluation Commission* have made an assessment of the quality and management of the coordination and monitoring of the results of WP 2 ‘Educational and Societal Need Assessment’, including the following:

WP2.1. *Design of the Case Studies of the Educational and Societal Need Assessments*, jointly formulated by all partners.

WP2.2. *Report on the Results of the* *Case Studies of the* *Educational and Societal Need Assessment,* based on the execution of the case studies in Indonesia and jointly formulated by the partners P1, P4, P5 and P6.

Performance indicators implemented by the *Quality Assurance and Evaluation Commission* show the following:

WP2.1 Design: ‘totally accomplished’.

WP2.2 Report: ‘totally accomplished’.

Remarks: The *Quality Assurance and Evaluation Commission* found a deficiency in the administrative, organizational and financial support of the project by the coordinating Institution (LU), as reported by the beneficiaries/partners and the Primary Coordination Contact (PCoCo).

Remarks: To its concern, the *Quality Assurance and Evaluation Commission* found that the deficiency in the administrative organizational and financial support of the project by the coordinating Institution (LU) has increased, as reported by the beneficiaries/partners, and the Primary Coordination Contact (PCoCo).

The Primary Coordination Contact (PCoCo) has reported the growing concern of the deficiency among the partners to the Project Advisor of EACEA in Brussels.

Although the consultations with the Project Advisor have resulted in a few months’ extension of the due dates of some deliverables of WP2.1 and WP2.2, a solution for the growing deficiencies in the project management by the coordinating Institution (LU) was not provided.

Phase 3 - WP 3 ‘Curriculum Development of the MSc Course’

At the benchmark ofWP3 OF Phase 3 in Month 12, the Members of the *Quality Assurance and Evaluation Commission* have made an assessment of the quality and management of the coordination and monitoring of the results of WP 3 ‘Curriculum Development of the MSc Course’, including the following:

WP3.1 *Report of the minutes and decisions taken during the Second Meeting*, prepared by all partners.

WP3.2 *Discussion Paper on the design of the course contents incl. theory (themes, topics debates) methodology and fieldwork/vocational training*, prepared by all partners.

WP3.3 *Discussion Paper on the design of the subsequent course modules, schedules, tests, and thesis work,* prepared by all partners.

WP3.4 Development and use of advanced education and training methods, techniques and materials, including ICT, digital learning and advanced internet communication;

WP3.5 *Report of the final programme of the innovative curriculum on integrated ecotourism management*, prepared by all partners.

Performance indicators implemented by the *Quality Assurance and Evaluation Commission* show the following:

WP3.1 Design: ‘totally accomplished’.

WP3.2 Report: ‘totally accomplished’.

WP3.3 Report: ‘totally accomplished’.

WP3.4 Report: ‘totally accomplished’.

WP3.5 Report: ‘totally accomplished’.

Remarks: The *Quality Assurance and Evaluation Commission* found that no solution had been reached with the coordinating Institution (LU) about the growing deficiency of its administrative, organizational and financial support of the project, as reported by the beneficiaries/partners and the Primary Coordination Contact (PCoCo).

Furthermore, the Commission noticed that notwithstanding the poor project management and consequential approved delays, the beneficiaries/partners have made an extra effort to eventually complete all planned project activities and resulting deliverables as mentioned above.

On further pressure from the Indonesian beneficiaries/partners to find a solution, the Agency organized a monitoring meeting in November 2019 at the EU Representative in Jakarta, where the Indonesian partners expressed their dismay about the management of the project by the coordinating Institution (LU).

The outcome of the Monitoring Meeting in Jakarta led the Agency to repeatedly invite the LEAR of the coordinating Institution (LU) for a meeting at EACEA in Brussels, which eventually took place with the LEAR’s representatives and the Primary Coordination Contact on 18.12.2019.

The meeting resulted in the withdrawal after Year I of coordinating Institution (LU) from the project and the transfer of the project coordinating for Year II and III to MAICH as one of the beneficiaries/partners in Greece after LU would have provided an appropriate account of its financial management of the project in its Final Report.

Phase 4 - Conclusion of the Results of Year I

In its review of its assessment of the quality and management of the coordination and monitoring of the results of all project activities of Year I, encompassing WP1, WP2 and WP3, the *Quality Assurance and Evaluation Commission* of the INTEM Project concluded that despite the growing lack of administrative, organizational and financial support, the beneficiaries/partners have made an extra effort to eventually complete all planned project activities and resulting deliverables as mentioned above.

As such, the beneficiaries/partners have jointly remained strongly determined to complete all planned project activities of the 3-years’ project, as agreed upon in the *Grant Agreement* of 19.1.2019 and the *Multilateral Partnership Agreement* of 6.9.2019 with the support of the Agency in order to provide the critical tourism sector in Indonesia, and in particular the 3 HEI’s UNPAD, UPI and TST, backed by the Ministry of Education and Culture if the Republic of Indonesia with an innovative MSc Course on Integrated Ecotourism Management (INTEM).