



Improve Skills and Qualifications in the
Building Workforce in Cyprus

Quality control

Quality control procedures (*WP1 – D1.5, paper*)



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BUILD UP Skills We-Qualify: The We-Qualify project will utilize the findings of the national roadmap (Build up skills I) and will facilitate the target of reducing the skills gap between the current situation and the skills needs for 2020, by developing a training and/or qualification scheme for blue-collar workers/installers, which will focus on the most critical skills identified in the roadmap. The critical skills selected to be included in WE-Qualify based on the roadmap developed under CY-Pillar I, are:

- Skill 1: Placement of thermal insulation
 - Skill 1.1: Placement of conventional insulation/thermal insulation plaster
 - Skill 1.2: Placement of external insulation
- Skill 2: Installation of thermopanes and exterior sunshades
 - Skill 2.1: Installation of high energy efficient thermopanes
 - Skill 2.2: Installation of exterior sunshades
- Skill 3: Installation and maintenance of Biomass heating systems

These critical fields were selected based on the existing structure of the building industry, the limited qualification of the installers and the limited available training programmes and material. Although skills 1 and 2 are categorised as high and medium priority, they are not regulated by either any national legislation or Standards of Vocational Qualifications (SVQ) thus, it is considered very important to be included in the WE-Qualify. Moreover, although skill 3 is to be regulated by legislation N210(I)/2012 and is planned to be included in further RES legislations there is a currently a severe lack of experience for the installation of the systems, thus resulting to low efficiency and not sound practices.

The outcomes of WE-Qualify are expected to provide the key components for the upgrading of existing or drafting of new SVQs to be included in the future National Qualification Framework (NQF), an appropriate training methodology and a transparent and clearly defined qualification route. The ambition is to configure a competent workforce specialized on the Energy Performance of Buildings according to European criteria and standards, to encourage a greater number of blue-collar workers to advance their professional skills and knowledge and to help achieve the target for the construction of near zero energy buildings by 2020.

PROJECT COORDINATOR

Mrs Anthi Charalambous, CYPRUS ENERGY AGENCY (CEA)

PROJECT PARTNERS

Cyprus Energy Agency (CEA)	Cyprus
Cyprus Productivity Centre (CPC)	Cyprus
Cyprus Organization for Standardisation (CYS)	Cyprus
Human Resource Development Authority (HRDA)	Cyprus
Technical Chamber of Cyprus (ETEK)	Cyprus
Cyprus Institute of Energy (CIE)	Cyprus

WP1 LEADER

Cyprus Energy Agency (CEA)

DELIVERABLE EDITOR

Cyprus Energy Agency (CEA)
Work Team: Anthi Charalambous, Panayiotis Kastanias

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1. Introduction

This quality control manual for BUILD UP Skills We-Qualify is meant to help the project partners to comply with common quality standards and ease their work by providing guidance and practical help. It will also guarantee that all deliverables are prepared in accordance with the established standards and that all procedures are applied appropriately. Therefore, standardized templates will facilitate reporting and evaluation work, especially when input from the entire consortium has to be consolidated in aggregated documents or when documents for each skill or course have to be identical. The main objective however is to ensure a good quality of the work delivered to the target groups and EASME.

2. Layout

Consequently, there are some layouts and coding features the partners have to display in all of their project documentation, being:

- the new Intelligent Energy Europe logo,
- sources of pictures, graphs and text,
- A correct designation/naming of all deliverables according to Annex I (e.g. “D1.1._Consortium management guide”).

In addition to the IEE programme banner you will also need to display the following legal disclaimer on any written information produced for your project or event:

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http://ec.europa.eu/energy/intelligent/managing-projects/day-to-day-management/communicating-your-results/index_en.htm

3. Templates

The templates as provided will be used to develop the appropriate deliverables which are included in each Work Package:

WP2

- D2.2 Template for handbooks of workers or installers for each skill provided by ETEK
- D2.3 Template for troubleshooting guide for each skill provided by ETEK
- D2.4 Template for practical tips of each skill provided by ETEK
- D2.5 Template for trainers manual provided by CPC
- D2.6 Template for assessment tools for each skill provided by CEA

WP3

- D3.2 Template for trainers presentations provided by CPC
- D3.3 Template for the participant list of each course provided by CPC
- D3.5 Template for questionnaire of each Pilot course provided by HRDA

WP4

- D4.6 Template for assessment forms for each skill provided by HRDA

WP5

- D5.2 Template for newsletters provided by HRDA
- D5.7 Template for trainees leaflet provided by HRDA

Besides the defined templates mentioned above, specific content and structure was identified and followed in advance for the development of all the deliverables in order to carry out a good qualitative work. Furthermore, for administrative and organizational reasons, different lists were developed, such as list for trainers, training providers and trainees, list for qualified installers and list for participants at the training courses.

4. Strategies for Internal Communication

The internal communication of the project will employ different instruments.

1. Project meetings are scheduled every six months giving the partners the opportunity to be informed concerning the project implementation and management principles as well as to discuss topics like work progress, tasks and strategies in depth ensuring a good exchange between the project partners.
2. Ongoing communication will be held via e-mail, fax and phone. To ensure a smooth transfer of information a contact list of all partners has been established and will be kept up to date. If necessary phone conferences will be held on specific issues involving concerned partners only.
3. The coordinator has had frequent contact with the partners (via emails and phone-calls) to ensure an effective communication among the partners. In addition, a common folder was

created in “Dropbox” facilitating the partners to share and exchange project materials easily. Finally a contact list of all partners has been established and will be kept up to date.

4. For the entire duration of the project, the sole stakeholder to report directly to EASME is the project coordinator. The coordinator manages the whole consortium and is the contact person for the project partners, in the same way as WP leaders are for their respective contribution.
5. Furthermore, a consulting and supporting instrument, The National Consultation Committee (NCC) is established. This instrument act as a link between the project consortium and the local decision makers in order to reinforcing networking activities and to transfer the market’s knowledge and experience.

5. Control procedures

The project partners are requested to respect certain control procedures in order to achieve a good quality of the project material and outcomes.

- All material published should be checked by at least two people before sending it to the WP leader.
- The WP leader is responsible for checking the quality of the documents. They ensure compliance with the objectives of the project and the relevance, accuracy, language and style of all material produced.
- All approved changes in the tools should be disseminated to all project partners so they can adapt their national material if necessary.

6. Monitoring of project activities

The project’s progress monitoring is a fundamental element for the successful implementation of the proposed tasks. CEA, as project coordinator, will take care of the monitoring of the project activities and make sure that partners deliver their work in the prescribed time. This includes the evaluation of the outcomes towards the issued performance indicators. For that reason a project work plan and “roadmap” have been developed.

Together with the respective WP leaders, CEA will monitor the timely completion of all tasks and deliverables by all partners. In case that partners have difficulties in meeting their deadlines, moderate extensions of the deadline will be taken into account. If a partner continuously fails to meet his obligations, the issue will be brought to the attention to and discussed on the level of the executive management between CEA and the respective partner. Only if this does not help to solve the problems, the co-ordinator will bring the issue to the attention of EASME, discuss consequences and suggest possible solutions.

Apart from general continuous tasks like management or communication the following objectives of the project can be considered as central milestones whose completion will therefore be monitored carefully:

Work package 1: Management

Project Work plan and roadmap	April 2014
Quality control procedures	June 2014

Progress Report	July 2014
Interim Report	April 2015
Final Publishable Report	October 2016
Final Technical and Financial Report	November 2016
WP 2: Development of training material and tools	
Preparation for each skill the handbooks for workers and installers, the troubleshooting guide, the checklist and practical tips and the trainers manual	November 2014
WP 3: Implementation of Pilot Courses	
Preparation of the list for the trainers, the training providers and the trainees	November 2014
Summary concerning evaluation criteria, method and tools that would be used	January 2015
WP 4: Development and implementation of a qualification scheme	
Development of the current qualification schemes in Europe and their requirements	May 2014
Development of the WE-Qualify's qualification Handbook for the national assessor	January 2015
Preparation of the list for qualified installers	June 2016
WP 5: Communication	
Implementation of at least three workshops	April 2015/April 2016/Octomber 2016
Design and promote the project's brochure and poster	October 2014
Development of the WE – Qualify website and keep it updated	April 2014
WP 6: EU Exchange activities and monitoring	
Report with set of updated performance indicators	April 2015/November 2016