



Erasmus+ Capacity Building in Higher Education T@SK project
*Towards increased awareness, responsibility and shared quality in social
work*

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WP 5

Project Management Plan





Track of changes

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Table of contents

Introduction	4
1. Project management aims and principles	5
2. Management structure	9
3. Project implementation and Work Packages	17
4. Production of the deliverables	32
5 Communications	34

Introduction

In accordance with a basic definition of Project Management Plan (PMP), this document represents the main communication document within the partnership. In the initial phase of the Project - in a preliminary version - it provided essential project information than can be used to introduce project members to the project and to provide the main guidelines for all the institutions involved in the concrete activities the project is about. In the final phase, with the latest additions made at the end of the Project, the document was useful to show a summary of the objectives achieved and the activities carried out, also in light of the need to partially revise the planned timing, in order to overcome the difficulties imposed by the pandemic that from March 2020 afflicted all the countries of the consortium.

More specifically, PMP aims to guarantee an operation tool in order to clarify:

- ✓ what is to be achieved during the concrete project lifetime,
- ✓ how these to be achieved,
- ✓ who is in charge with the monitoring of each activity,
- ✓ how each activity is going to be reported and measured.

As such, it represents the point of reference for the decisions to be taken during the project and for any clarification of unclear areas that might be identified during the effective implementation of the project.

Moreover, the following parts aim to ensure that the T@sk management is going to be implement in coherence with the EU procedures. A caveat has to be mentioned, although this document is developed in the early days of the project activity, it does not exclude amendments in order to guarantee a better compliance with the project progresses.

Drafted by the lead-partner and, first and foremost, par the project Coordinator, this document represents the summary of horizontal exchanges with all the partners on the topics to be covered.

1. PROJECT MANAGEMENT AIMS AND PRINCIPLES

1.1. Main objectives

T@sk project aims at reinforcing, stabilising, modernizing the delivery of Social Services in Albania by empowering the local higher education system and its relation to the working environment, notably the Social Work by:

- a) professionalization and modernization of the Academic Staff of BPs;
- b) the filling of the gap between Higher Education System and the Social Work community through the involvement of Albanian Social Workers in training activities; internship structuring and managing, lecturers-Social Workers cooperation at the academic level, in the dissemination activities and in the encouragement of social awareness to the crucial importance of Social Services Albanian quality of life;
- c) a following direct positive impact on the preparation level of Social Work students;
- d) visible impact on indirect targets like the Social Services, political stakeholders at the local level; the civic society;
- e) a long term impact on the well-being of disadvantaged children and underprivileged women with particular attention to the conditions of those living in detention conditions.
- f) the resulting establishment of a virtuous circle in the long term – particularly after the formal conclusion of the project – amongst all the partners involved in an efficient functioning of the Social Services in Albania.

1.2. Secondary objectives

T@sk project operates for meeting three specific objectives, which will be achieved by the end of the project:

- a) To increase the adaptation capacity of Higher Education Staff to meet the changing Social Work environment and created by the opportunities and constrains introduced by the new legislation in Social Work.
- b) To fill the gap between the Higher Education System and the Social Workers Community by means of the stable involmnet of Social Workers in T@sk Project, and facilitated by the action on the field of the Associated partner
- c) To create a self-empowering approach of the Albanian Social Services acting in the fields of deprived children and women care as a consequence as the attention payed by the project activities towards these two crucial society groups.

1.3. Main beneficiaries

The category of project beneficiaries refers to a wide constellation of actors.

During the project activity but also in the follow up, **the main beneficiary is the academic community**. However, this is a relatively wide community with different interests and relations to the above mentioned aims. This is why, the partnership further distinguished between:

- the **university teaching staff** (interested in the knowledge-based, skills-focused and methodology-gearred activities);
- the **academic administrative staff and technicians** involved in the practical aspects of the curricula development.

In this context, a particularly relevant target (see for instance the sustainability of the project) concerns the **officers in charge with the governance** of the academic services as well as those **decision-makers active in the governance of the social workers** themselves.

Indirectly (although central in the definition of all the activities) **students** are also concerned. They are going to benefit from the activities deployed on the territory of the Albanian Universities, and, of course, on the territory of the EU's Universities involved in the project.

In the same vein, the indirect beneficiaries are all the **social workers** to be involved in updated training activities, the different categories involved in the daily practice of the social workers.



1.4. Project stakeholders

There are **two main communities of stakeholders** T@sk refers to: **social** and **political stakeholders**, meaning public servants, NGOs, political and/or decision maker who might be impacted by the project activities.



The community of social stakeholders puts together all the personal involved in the provision of social care ranging from the employees/staff/managers of public social service centers, the public agencies involved in the management of the social services at local and national level, the network of Civil society organizations active in this area; the service users, and the community from which these users come from.

The community of political stakeholders refers to those central or local authorities in charge with the policymaking (including the coordination of the implementation of social services).

1.5. Main operative principles for meeting the projects' objectives

T@sk adopts a **horizontal management** in order to guarantee simultaneously the participation and fair representation of all partners in the process of decision making. As detailed in the application form, this horizontal management is supposed to identify a clear organigram of the project management (focused on issues such as efficiency and effectiveness) while issuing regularly **reports** and **minutes**¹ in order to allow all the partners to evaluate the degree of openness and transparency.

¹ All the minutes produced by the consortium are available online at the dedicated page on the project website "COMMITTEES MINUTES. Steering Committee, Scientific Committee and ICT Committee Minutes": <https://www.taskproject.eu/all-minutes/>

The Project Manager shall be in charge with the guaranteeing standard Ethical Conduct covering issues such as:

- a) respect of the EU rules in terms of public procurements
- b) the potential identification of conflicts of interest

1.6. Main scientific principle for meeting the project' objectives

T@sk is mainly about producing innovation and increasing the quality of the social services in Albania. In order to guarantee this ambitious project, the partners commit to:

- ✓ Use a cooperative learning approach by promoting the integration of frontal didactics (which will constitute only a minor part of the training) with active learning methods (in group needs-identification; small group work; self-correction). T
- ✓ Experiment new teaching methodologies
- ✓ Develop new methods and skills in the academic community in charge with the formation of social workers.
- ✓ Remove barriers between candidate and MS in terms of quality of social services.
- ✓ Make it easier for the public and private sectors to work together in delivering social services.

2. MANAGEMENT STRUCTURE

2.1. Distribution list

Partner number	Organization name (acronym)	Name	Country
	European Commission (EU) – Project officer	Belen Enciso Inmaculada Rodriguez	Belgium
P1	University of Florence (UNIFI)	Giorgia Bulli	Italy
P2	University of Madrid Complutense (UCM)	David Alonso Gonzalez	Spain
P3	University Institute of Lisbon (ISCTE-IUL)	Jorge Manuel Leitao Ferreira	Portugal
P4	University of Tirana (UT)	Rudina Rama	Albania
P5	University of Shkodra “Luigj Gurakuqi” (UNIVERSITY OF SHKODRA)	Visar Dizdari	Albania
P6	University of Elbasan “Aleksander Xhuvani” (UNIVERSITY OF ELBASAN)	Elisabeta Osmanaj	Albania
P7	Ordine Assistenti Sociali Della Regione Toscana (OAS)	Laura Bini	Italy

2.2. Leading partner/ coordinating institution

The **Leading Partner** is the University of Florence.

- ✓ Giorgia Bulli is the Scientific Project Coordinator. She is responsible for the long-term strategy, scientific and technical orientation of the project. Moreover, she is the interlocutor between the EU agency and the partnership.
- ✓ Ilaria Cavaciocchi is the Administrative Project Manager. She is responsible for overseeing the financial and contractual managements.

The Leading Partner and the Scientific Project Coordinator will be the interlocutors between the EC and the project partners.

T@sk management and implementation is based on a horizontal governance, guaranteeing simultaneously transparency, inclusion, efficacy, and effectiveness. More specifically, the Project Scientific Coordinator is in charge with guaranteeing a regular exchange of informal reports on the status of implementation, as soon as video conferences with the teams in charge with each of the WPs.

Project partners (Program institutions and Partner institutions)

The partners of the projects are six.

Five of them are higher education institutions:

- ✓ The University of Madrid Complutense
- ✓ The Instituto Universitario de Lisboa
- ✓ The University of Tirana
- ✓ The University of Shkoder
- ✓ The University of Elabasan

The Ordine degli Assistenti Sociali della Toscana, representative of social workers at a regional level, complete the partnership.

2.3. Management support teams/boards

The management support teams consist in:

- ✓ Steering Committee,
- ✓ Scientific Committee
- ✓ ICT Contact group (Committee).

Each of these teams are composed by at least a member of each partner.

The Steering Committee is responsible for the quality of the management aspect and for the respect of the general aims and the specific aims of the project, as well as the aims foreseen for direct and indirect groups.

According to the initial schedule, the Steering Committee should have met online every 2 months (ie at least 5 times a year).

However, starting from the 2nd year of Project's activities, it was seen to be more effective to schedule joint Steering + Scientific Committee meetings on a quarterly basis, or even more frequent in the case of moments of particular project activity or to solve the reorganization difficulties that occurred starting from March 2020.

The members of the Steering Committee are:

- ✓ P1 Giorgia Bulli (Unifi) as Project Coordinator
- ✓ P1 Erika Cellini (Unifi)
- ✓ P2 David Alonso (Ucm)
- ✓ P3 Jorge Ferreira (Iscte)
- ✓ P4 Rudina Rama (Uni Tirana)
- ✓ P5 Visar Dizdari (Uni Scutari)
- ✓ P6 Elisabeta Osmanaj (Uni Elbasan)
- ✓ P7 Eltona Tila (Oas)

As per regulation, the Steering Committee can adopt corrective measures if needed, and where applicable send them to the Eu authorities for final approval.

The Steering Committee in agreement with Administrative Project Manager controls the distribution of the funds, coordinates and supervises the financial statements of the partnership. The

representatives of the partners involve guarantee a smooth connection between the LP administration and each partner's administration offices in order to keep adequate records and other supporting documents. This individual commitment is necessary to ensure the successful competition of the project.

The Scientific Committee is responsible for the quality of the scientific production.

According to the initial schedule, the Scientific Committee should have met online at least every 6 months. However, starting from the 2nd year of Project's activities, it was seen to be more effective to schedule Joint Steering + Scientific Committee meetings on a quarterly basis, or even more frequent in the case of moments of particular project activity or to solve the reorganization difficulties that occurred starting from March 2020.

The members of the Scientific Committee are:

- ✓ P1 Giorgia Bulli (Unifi) as Project Coordinator
- ✓ P1 Sheyla Moroni (Unifi)
- ✓ P2 Andrés Arias Astray (Ucm)
- ✓ P3 Maria Pena (Iscte)
- ✓ P4 Monika Cenameri (Uni Tirana)
- ✓ P5 Galsvinda Biba (Uni Scutari)
- ✓ P6 Skender Topi (Uni Elbasan)
- ✓ P7 Laura Bini (Oas)

The **ICT Committees** is in charge with the use of ICT in the new methodologies and resources developed during the project's life cycle. Specifically, the Committee aims to identify how ICT and innovative teaching based on ICT can assist T@sk main objective. It is geared towards the assessment of how the academic staff can make better use of the potential of ICT to guarantee a better dialogue and transmission of knowledge to their students. The ICT Contact Group will meet upon need.

The members of the ICT Contact Group (Committee) are:

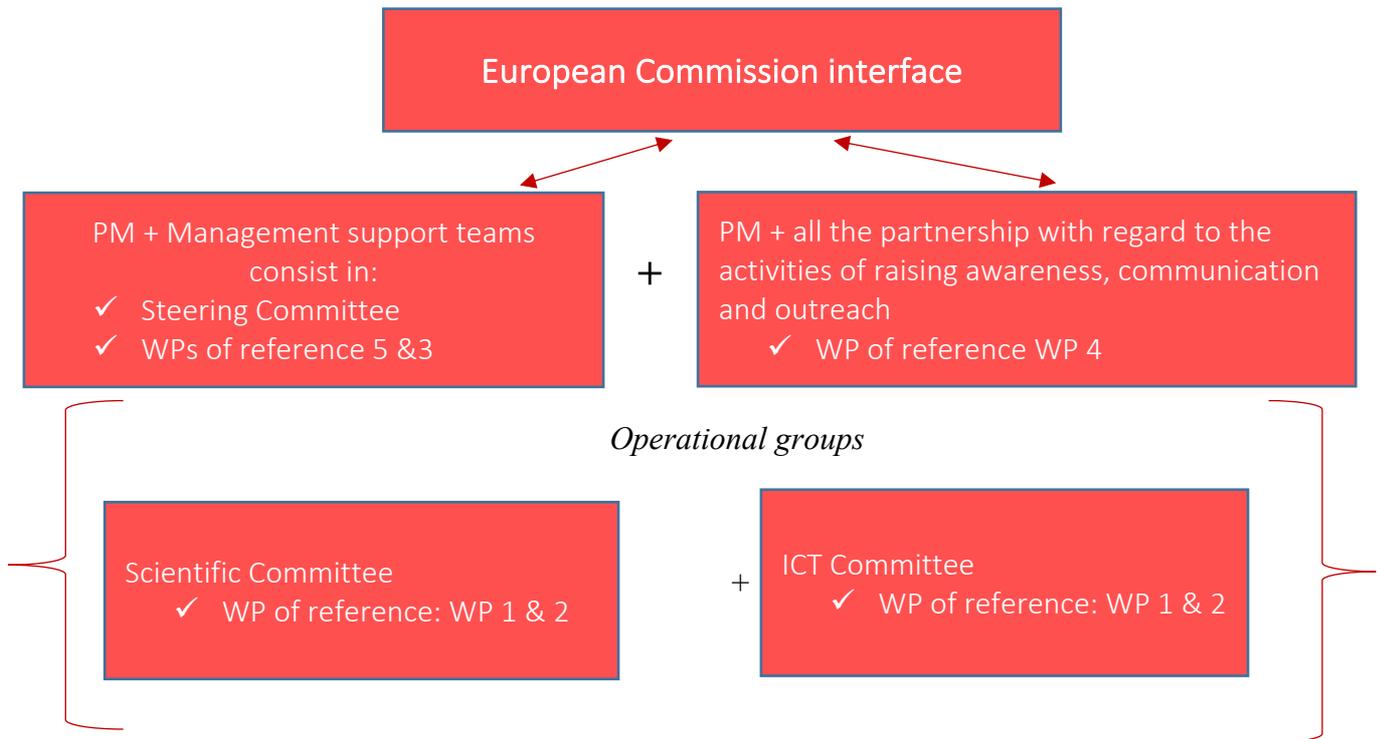


- ✓ P1 Giorgia Bulli (Unifi) as Project Coordinator
- ✓ P1 Sandro Landucci (Unifi)
- ✓ P2 Sergio D'Antonio Maceiras (Ucm)
- ✓ P2 Andoni Alonso Puelles (Ucm)
- ✓ P3 Pablo Alvarez-Perez (Iscte)
- ✓ P4 Rezart Husa (Uni Tirana)
- ✓ P4 Migena Brahimaj (Uni Tirana)
- ✓ P5 Virtit Bushati (Uni Scutari)
- ✓ P5 Visar Dizdari (Uni Scutari)
- ✓ P6 Indrit Shkupi (Uni Elbasan)
- ✓ P6 Klevis Duka (Uni Elbasan)
- ✓ P7 Alessandra Saltarella (Oas)

The minutes of all the committees are available on the T@sk project website at this link:

<https://www.taskproject.eu/all-minutes/>

A schematic overview of the management structure divided into 2 main levels (management + operational).



These two levels are further finetuned in terms of the specific tasks illustrated in the functional chart of the main tasks (see below).



General objective

T@sk project aims at reinforcing, stabilising, modernizing the delivery of Social Services in Albania by empowering the Albanian higher education system and its relation to the working environment.

Specific objective: *To increase the adaptation capacity of Higher Education Staff to meet the changing Social Work environment and created by the opportunities and constrains introduced by the new legislation in Social Work.*

Specific objective: *To fill the gap between the Higher Education System and the Social Workers Community by means of the stable involvement of Social Workers in T@sk Project, and facilitated by the action on the field of the Associated partner.*

Specific objective: *To create a self-empowering approach of the Albanian Social Services acting in the fields of deprived children and women care as a consequence as the attention payed by the project activities towards these two crucial society groups.*

Support WPs²

WP 3. QUALITY PLAN
3.0. Drafting of a QP (P1)
3.1 Quality Monitoring (P1)

WP 4. DISSEMINATION & EXPLOITATION
4.1 Website development and management (P1)
4.2 Research presentation and conference press (P6)
4.3 Final Conference Tirana (P4)
4.4 Academic dissemination (P3)
4.5 Albanian Social Service involvement (P5)

WP 5. MANAGEMENT
5.0. QMP (P1)
5.1 General management and Partner meetings (P1)

Operational WPs

WP 1. PREPARATION
1.1 Preparatory Communication (P1)
1.2 Planning of the teaching activities, contextualization and 1st evaluation of the Albanian Social Services (P1)
1.3 ICT preparatory structuring (P2)

WP 2. DEVELOPMENT
2.1 First theoretical and methodological training and updating (P3)
2.2 Consolidation Training and Social Services good practices(P3)
2.3 ICT developing and training (P2)
2.4 Internship procedures (P7)

Each of the Partners in charge with a WP management oversees the execution of the activities detailed in the workplan; the respect of the time-plan, and the production of the different deliverables. All of these elements are important for guaranteeing a coherence between the project objectives and the concrete implementation.

² Between brackets the partner in charge, in red the milestone

3. PROJECT IMPLEMENTATION AND WORK PACKAGES

3.1 Original project implementation

In this paragraph there is the original description and main aims of the WPs and of the sub-WPs and the original timetable as per project.

It is needed to specify that the reported dates are those originally conceived by the authors of the project.

The partners who wrote the timetable thought the project would start in January 2018. In reality, the project counters have been officially active since October 2017. Furthermore, at the time of planning it was certainly not conceivable to foresee an event like the pandemic which heavily influenced the last 8 months of the T@sk project and made it necessary to request an extension of 2 months.

Description and main aims of the WPs

WP number	WP type	Title	Lead Organization	Participating Organization	Estimated Start date	Estimated End date
1	Preparation	1.1 Preparatory Communication	P1	P1, P2, P3, P4, P5, P6, P7	15/01/2018	15/02/2018
<p>Description and aims: Communication of the Project Launching. The launching of the Project will be communicated by each involved partner in the relative website and with the support of institutional communication tools (faculty website, mailing lists, newsletters). The different involved partners will coordinate their activities in order to create an homogeneous and effective communication. The coordination will take place via internet. Each involve partner will realize a press release directed to the major media in the different cities: Florence, Madrid, Lisbon, Tirana, Scutari and Elbasan.</p>						
1	Preparation	1.2 Planning of the teaching activities, contextualization and first evaluation of the Albanian Social Services	P1	P1, P2, P3, P4, P5, P6, P7	01/03/2018	01/01/2019
<p>Description and aims: 1) On the basis of the teaching and learning activities already agreed upon during the Kickoff Meeting in Florence (WP5.1), the WP aims at planning the organization of the activities to be put in place during the project with particular attention to a structured confrontation with the Albanian Higher Education and social environment at two levels: 1) theoretical 2) practical. 2) Field observation and research conducted by the three Albanian Universities on the respective provinces. 3) Supervision conducted by the Universities of Florence, Madrid and Lisbon from their own University seats.</p>						
1	Preparation	1.3 ICT preparatory structuring	P2	P1, P2, P3, P4, P5, P6, P7	01/03/2018	01/08/2018

Description and aims: P2 will set up the technical structure which will develop all the E-learning activities, the teaching and learning tools through the ICT.

WP number	WP type	Title	Lead Organization	Participating Organization	Estimated Start date	Estimated End date
2	Development	2.1 First theoretical and methodological training and updating	P3	P1, P2, P3, P4, P5, P6, P7	01/09/2018	01/07/2019
<p>Description and aims: the activities undertaken under this WP aim to develop and implement a toolkit of instruments, methods and services for the updating of theoretical knowledge. LIST OF TOPICS TO BE DEVELOPED (grouped under academic area):</p> <p>a) General Sociology; Sociology of Childhood, Gender Studies and Sociology of Deviance; Human Rights. b) Local Government, Welfare State and Compared Welfare State Systems, Social Work; Ethics of Social Work, c) Qualitative and Quantitative Methodology and Use of Data Analysis techniques (SPSS and Nvivo)</p>						
2	Development	2.2 Consolidation Training and Social Services good practises	P3	P1, P2, P3, P4, P5, P6, P7	01/09/2018	01/09/2020
<p>Description and aims: after the first joint training and updating session, and the follow up (delivery of rough material by the all partners to the Complutense University for its transformation into E-learning activities) a phase of consolidation training will start. The responsible Universities will be in charge with the training and updating on their specific areas of interest and expertise. The sessions will be directed to all participants of the Albanian Universities, who will benefit from the mobility funds in order to actively participate to the three training sessions.</p>						
2	Development	2.3 ICT developing and training	P2	P1, P2, P3, P4, P5, P6, P7	01/09/2018	15/01/2021
<p>Description and aims: during this WP, P2 will be in charge with all the aspects related to the ICT and the E-learning strategies. The WP will be developed in 2 phases:</p> <p>1) development and research phase by the P2 in Madrid 2) a training session on the ICT by P2 with the participation of all Albanian staff in Tirana.</p>						
2	Development	2.4 Internship procedures	P7	P1, P2, P3, P4, P5, P6, P7	01/01/2020	01/10/2020
<p>Description and aims: the aim of WP 2.4 is based on the expertise provided by the Professional Order of Social Workers of the Tuscan Region in the role played by P7 within the University of Florence in terms of teaching responsibilities, organization and support of the University internships. P7 plays a crucial role in T@sk Project as an efficient model played by a professional organization in the management of the Social Services, in the Services' evaluation, in its self-assessment procedures.</p>						

WP number	WP type	Title	Lead Organization	Participating Organization	Estimated Start date	Estimated End date
3	Quality Plan	3.1 Quality Monitoring	P1	P1, P2, P3, P4, P5, P6, P7	15/01/2018	15/01/2021
<p>Description and aims: quality control deals with the mechanisms put in place for guaranteeing a result-oriented approach. For each category of activity involved in the working plan joint quality standards are defined and follow-up procedures under the monitoring of the Steering Committee of the project. This includes the systematic delivery by the partnership of quality reports based on the jointly defined templates (list of qualitative and quantitative indicators, questionnaires, etc.)</p> <p>In order to evaluate the achievement of key deliverables and outputs, each WP coordinator is in charge with drafting a report of quality assessment by putting together statistical data with a qualitative assessment of the achievement of the results.</p> <p>The guarantee of the respect of the quality of the project will be based upon the following aspects contained in the document "Quality assessment of the T@sk Project", that P1 will present at the Kickoff meeting in Florence.</p>						

WP number	WP type	Title	Lead Organization	Participating Organization	Estimated Start date	Estimated End date
4	Dissemination & Exploitation	4.1 Website development and management	P1	P1, P2, P3, P4, P5, P6, P7	15/01/2018	15/01/2021
<p>Description and aims: the Website development will be carried out by the University of Florence through a subcontract. The necessity to implement the professional activities necessary for a key instrument for the success of the Project have brought to the decision of the partial externalization of this activity. The University of Florence will check the structure of the web site, and the contents that the different members will produce.</p>						
4	Dissemination & Exploitation	4.2 Research presentation and conference press	P6	P1, P2, P3, P4, P5, P6, P7	10/05/2018	10/08/2018
<p>Description and aims: the WP is dedicated to the presentation of the research conducted in WP 1.2. 10 months after the conclusion of the field research, the 3 Albanian Universities will present the results of the in-depth analysis of the Social Services in a conference to be held in Tirana at the presence of University teachers, researchers, students, the Higher education management, Social Workers, chief positions of the Social Services, representatives of the local and central government. In order to give more visibility to the event a press conference will be realized, and the local press will be invited for a wide coverage of the book presentation.</p>						
4	Dissemination & Exploitation	4.3 Final Conference Tirana	P4	P1, P2, P3, P4, P5, P6, P7	10/10/2020	15/12/2020
<p>Description and aims: the final conference of the project will be organized in Tirana. All the members of the involved partners will be present. The final conference will be organized as an international conference with international invited speakers.</p>						
4	Dissemination & Exploitation	4.4 Academic dissemination	P3	P1, P2, P3, P4, P5, P6, P7	01/06/2018	15/01/2021
<p>Description and aims: the WP Communication and dissemination activities are particularly useful in order to ensure not only that the results are transparent and transferred to the target group of Albanian academic staff involved in the project but also to set up promotion activities in order to widen the potential rea of application by involving new stakeholders from the Balkan area. This implies a broad dissemination of the results of the research and training activities at a national and international level. To ensure these results, all the members will produce scientific articles to be submitted to national and international journals. The diffusion of the collective volume will also been pursued. Albanian Lectures will be encouraged to produce articles in cooperation with Social Workers.</p>						
4	Dissemination & Exploitation	4.5. Albanian Social Service involvement	P5	P1, P2, P3, P4, P5, P6, P7	01/03/2018	15/01/2021
<p>Description and aims: The Wp deals with the communication of the training and research results to the Social Work Community. The main objective of this sub-WP is to have an impact on society: on social workers and their training and professionalism; on the most disadvantaged categories of people who make use of social services (in particular on women and minors); on the society in general that benefits from the high quality of the services.</p>						
WP number	WP type	Title	Lead Organization	Participating Organization	Estimated Start date	Estimated End date
5	Management	5.1 General management and Partner meetings	P1	P1, P2, P3, P4, P5, P6, P7	15/01/2018	15/01/2021
<p>Description: Management and coordination together with WP communication and dissemination are considered transversal investments to the achievement of the jointly identified general and specific objectives. Their duration covers the entire lifespan of the project. The WP management are an essential investment in order to guarantee the implementation of the project, the respect of deadlines and procedures codified in the partnership agreement and in the current application form. A Steering Committee will be created during the Kickoff meeting and will be composed by members of all partners (at least one per partner). The Steering Committee will guarantee the respect of the general aims and the specific aims of the project, as well as the aims foreseen for direct and indirect groups.</p>						

Project time frame per year 2017-2018

Activities		Total duration (number of weeks)	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12
Title														
WP 1.1.	Communication of the Project Launching in each programme countries and partner countries. Outcomes: communication delivery for websites of different universities and social networks communication. Deadline: 15.02.2018	2	2= X											
WP 1.2.	Planning of the teaching activities, contextualization and first evaluation of the Albanian Social Services (training) in TIRANA, SCUTARI AND ELBASAN. Deadline: 20.03.2018	2		2X										
WP 1.2.	Planning of the teaching activities, contextualization and first evaluation of the Albanian Social Services (Field research in the Albanian social services in Tirana, Scutari and Elbasan). Outcomes: 1 methodological report and 1 WEBINAR; 3 qualitative reports on the selected social services (1 BOOK). Deadline: 15.01. 2019	25		2X	2X	2X	2X	3X	3X	3x	2X	2X	2X	2X
WP 1.2.	Planning of the teaching activities, contextualization and first evaluation of the Albanian Social Services (Supervision conducted by the University of Florence, Madrid and Lisbon through mail and skype contacts and directly to Tirana, Scutari and Elbasan). Outcome: 3 technical reports of supervision. Deadline: 15.01.2019	14		2=X	2=X	1=X	2=X							

WP 1.3.	Setting up of the Technical Structure to develop the E-Learning Activities in Madrid. Outcomes: 1) online questionnaires regarding the use of the available equipment by the Albanian University; 2) online tests to check the technological awareness of the Albanian staff 3) P2's production of a detailed guideline on the use of the ICT platform 4) P2's production of a brief guideline containing the instructions for the transformation of P4, P5, P6's rough material into online contents. Deadline: 01.10.2018	19		2=X	2=X	2=X	2=	2=	3=	3=	3=			
WP 2.1.	Three sessions of theoretical and methodological training to be held in Tirana, Scutari and Elbasan (09.2018; 11.2018; 02.2019). Outcomes: Teaching, Training and E training material for all the topics, List of update bibliography; Draft syllabus for each area of study; Evaluation questionnaires on the teaching session; Evaluation report of the training programme Deadline: 01.07.2019	10								2X	2X=	2X=	2X	2X
WP2.3.	Production of E-learning Tools in Madrid. Outcomes: Draft syllabus for the ICT; E-learning tools. Deadline: 30.09.2019	10								2=	2=	2=	2=	2=
WP 3.1.	Systematic delivery by the Partners of Quality Reports based on the Jointly defined Templates. Outcomes: 1 Joint quality assessment plan and templates; 1 set of questionnaires for the quality assessment of the partnership; 1 quality report for each WP. Deadline: 30.12.2020	12	1X=											
WP 4.1	Production and management of the Website (Florence). Outcomes: website production; Report on the website. Deadline: 15.01.2021 long-lasting function of the Website	12	1X=											
WP 5.1	Organization of a Steering Group. Outcome: Steering committees' procedures. Deadline: 30.03.2018	2			2X=									
WP 5.1	Kick-off meeting in Florence. Outcomes: Guidelines after each partner meeting; partner meeting minute. Deadline: 02.2018	2		2=										

Project time frame per year 2018-2019

Activities		Total duration (number of weeks)	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12
Title														
WP 2.1.	Three sessions of theoretical and methodological training to be held in Tirana, Scutari and Elbasan (09.2018; 11.2018; 02.2019). Outcomes: Teaching, Training and E training material for all the topics, List of update bibliography; Draft syllabus for each area of study; Evaluation questionnaires on the teaching session; Evaluation report of the training programme Deadline: 01.07.2019	14	2X	2X	2X=	2X=	2X=	2X=	2X=					
WP 2.2.	Three sessions of consolidation in theory and Technics of Social Service training to be held in Florence, Lisbon and Madrid (11.2019; 02.2020; 06.2020). Outcomes: List of update bibliography; Draft syllabus for each area of study; 3 Reports by P4 P5 P6; Evaluation questionnaires on the teaching session; Video-Registrations of the teaching sessions; Observation Form. Deadline: 01.09.2020	5									1=	1=	2=	1=
WP 2.2.	Visiting of the Social Services in the specific areas for target groups to be held in Florence, Lisbon and Madrid (11.2019; 02.2020; 06.2020) Outcomes: Observation diaries. Deadline: 01.09.2020	5									1=	1=	2=	1=
WP2.3.	Production of E-learning Tools in Madrid. Outcomes: Draft syllabus for the ICT; E-learning tools. Deadline: 30.09.2019	9	1X											
WP 2.3.	One theoretical and technical training session on the ICT in Tirana. Outcomes: List of update bibliography; Exercise book; teaching materials on online platform; Evaluation report of the training program. Deadline: 30.10.2019	6							1=	1=	1=	1=	1=	1=
WP 3.1.	Systematic delivery by the Partners of Quality Reports based on the Jointly defined Templates. Outcomes: 1 Joint quality assessment plan and templates; 1 set of questionnaires for the quality assessment of the partnership; 1 quality report for each WP Deadline: 30.12.2020	12	1X=											

WP 4.1	Production and management of the Website (Florence). Outcomes: website production; Report on the website. Deadline: 15.01.2021 long-lasting function of the Website	12	1X=											
WP 4.2.	Conference press and presentation of the results of the research conducted in WP 1.2 (in Tirana). Outcomes: collective volume; Public conference. Deadline: 10.06.2019	1					1X							
WP.4.4.	Participation in National and international Conferences Outcomes: scientific papers. Deadline: 15.01.2020 (entire lifespan of the project)	8					1X=							
WP 4.4.	Writing of scientific articles in national and international journals. Outcomes: scientific articles in national and international journals. Deadline: 15.01.2020 (entire lifespan of the project)	8					1X=							
WP 5.1.	Middle partners' meeting in Lisbon. Outcomes: Guidelines after each partner meeting; partner meeting minute. Deadline: 06.2019	2					2=							

3.3. Project time frame per year 2019-2020

Activities		Total duration (number of weeks)	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12
Title														
WP 2.2.	Three sessions of consolidation in theory and Technics of Social Service training to be held in Florence, Lisbon and Madrid (11.2019; 02.2020; 06.2020). Outcomes: List of update bibliography; Draft syllabus for each area of study; 3 Reports by P4 P5 P6; Evaluation questionnaires on the teaching session; Video-Registrations of the teaching sessions; Observation Form. Deadline: 01.09.2020	7	1=	2=	1=	1=	2=							
WP 2.2.	Visiting of the Social Services in the specific areas for target groups to be held in Florence, Lisbon and Madrid (11.2019; 02.2020; 06.2020) Outcomes: Observation diaries. Deadline: 01.09.2020	7	1=	2=	1=	1=	2=							

WP 2.4	Internship Guidelines first Meeting and Production. Outcomes: “Guidelines for a strategic Internship management and evaluation”. Deadline: 01.10.2020	15	2=	2=	2=	2=	3=	1=	1=	1=	1=			
WP 2.4.	Training in Internship's issues in Scutari. Deadline: 30.05.2020	1					1X							
WP 3.1.	Systematic delivery by the Partners of Quality Reports based on the Jointly defined Templates. Outcomes: 1 Joint quality assessment plan and templates; 1 set of questionnaires for the quality assessment of the partnership; 1 quality report for each WP. Deadline: 30.12.2020	12	1X=											
WP 4.1	Production and management of the Website (Florence). Outcomes: website production; Report on the website. Deadline: 15.01.2021 long-lasting function of the Website	12	1X=											
WP.4.3.	Final conference of the Project (in Tirana) Outcomes: Public conference; communication materials for the conference; conference acts publication	4												4X
W.P.4.4.	Participation in National and international Conferences Outcomes: scientific papers. Deadline: 15.01.2020 (entire lifespan of the project)	12	1X=											
WP 4.4.	Writing of scientific articles in national and international journals. Outcomes: scientific articles in national and international journals. Deadline: 15.01.2020 (entire lifespan of the project)	12	1X=											
WP 4.4.	Writing the final collective book. Outcome: collective book Deadline: 15.01.2021	12	1X=											
WP 4.5.	Final Conference in Tiran. Press conference for the communication of the project's results to the Social Work Community. Outcomes: Press Conference; Conference Acts. Deadline: 30.12.2020	2										2X		
WP 5.1.	Final partners' meeting in Madrid Outcomes: Guidelines after each partner meeting; partner meeting minute. Deadline: 09.10.2020	2								2=				

3.2 Project implementation

Throughout the development of the project, the expected timetables and the activities to be done were reviewed based on the needs of the consortium. Furthermore, since the beginning of the sanitary crisis, the Consortium discussed the opportunity to ask for an extension of the project's duration. They formally and collectively do it in two Conjoint Steering + Scientific Committee meetings (March 12th 2020; May 14th 2020). Agreed the terms and methods of the request, Giorgia Bulli as scientific coordinator of the T@sk Project, on July 16th, 2020 officially presented to the Project Officer the formal request to **extend the eligibility period** of the project by 2 months from October 14th, 2020 (original end date) to December 14th, 2020 (new requested date). The request was accepted.

Therefore, in the light of some technical and scientific needs of the consortium and of the difficulties due to the Covid-19 crisis, the consortium had to make some changes to the activities to be carried out and the timing of implementation.

3.2.1 Amendments in implementation due to the technical and scientific needs of the consortium

WP number	WP type	Title	Lead Organization	Participating Organization	Estimated Start date	Estimated End date
1	Preparation	1.2 Planning of the teaching activities, contextualization and first evaluation of the Albanian Social Services	P1	P1, P2, P3, P4, P5, P6, P7	01/03/2018	01/01/2019 EXTENDED until the end of 2019
<p>The research on Social Services in three municipal areas (Tirana, Elbasan, Shkoder) was rated as extremely important for the three Albanian Universities for the cooperation and for the relevance of the topic. It was identified as a common goal that of producing a real book on the state of the art on Social Services in Albania, so that from the first months of activity each report was perceived as a part of the collective volume with a common introduction. Additionally, searching for data in official sources took longer than expected due to various source reliability issues. For these reasons, the times of research and analysis of the drafting data and comparison of colleagues on the respective results - originally conceived as an activity of the first year of the Project only - actually required more meetings, more efforts and more time, spreading until the end of 2019. The book, published and available in ePub format since March 3rd, 2020, has been made available for adoption as a supplementary text in the BA or MA courses of the Albanian academic offer; it could represent a useful tool for the Social Workers in the 3 Municipalities.</p>						

Please, see T@sk Project, website (<http://taskproject.eu/>) at page WP 1.2, in particular the technical report of supervision and toolkits *Research on Social Services at the municipal level in Albania*.

WP number	WP type	Title	Lead Organization	Participating Organization	Estimated Start date	Estimated End date
2	Development	2.1 First theoretical and methodological training and updating	P3	P1, P2, P3, P4, P5, P6, P7	01/09/2018	01/07/2019
<p>For the first three training sessions, the consortium decided to change the foreseen themes, recognizing and valuing the training needs expressed by the Albanian partners during the KOM and the first scientific committees. This is the amended list of main topics:</p> <ul style="list-style-type: none"> a) Theoretical and Ethical Principles of Social Work b) Digitalization of Teaching and Learning Activities c) Qualitative and Quantitative Methodology for Social Workers 						
2	Development	2.2 Consolidation Training and Social Services good practices	P3	P1, P2, P3, P4, P5, P6, P7	01/09/2018	01/09/2020
<p>The organization and themes of the three consolidation training sessions were in line with the approved project. In all three sessions, however, large space for reflection was given, as agreed during the middle management meeting, to the target groups, that is women and fragile minors.</p>						

WP number	WP type	Title	Lead Organization	Participating Organization	Estimated Start date	Estimated End date
4	Dissemination & Exploitation	4.2 Research presentation and conference press	P6	P1, P2, P3, P4, P5, P6, P7	10/05/2018	10/08/2018
<p>As explicate above, the presentation of the volume was feasible on March 5th 2020 and not before. Because of the Covid crisis, the presentation was organized in presence with the Albanian partners and stakeholders and in streaming via web for the other European partners of UCM, ISCTE, UNIFI, OAS Toscana.</p>						

3.2.2 Amendments in implementation due to the pandemic

The changes made to the project action plan due to the health crisis are in line with the program shown in the table below, approved by EACEA when the extension was granted.

WORKPLAN YEAR 3 OF THE T@SK PROJECT WITH ADJUSTED RESCHEDULING ACTIVITIES AS A CONSEQUENCE OF COVID 19

Legend:

= Activity carried out in Programme Countries

X Activity carried out in Partners Countries

§ Online activities

M1: 15 October 2019

Start of Covid lockdown measures

Activities		Total duration (n. of weeks)	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	M13	M14
Ref.nr/ Sub-ref nr	Title															
WP 1.2.	NEW ACTIVITY Presentation of the Book on Social Services in Programme Countries' universities with digital connection with Albanian Students	+2											1§	1§		
WP 2.2.	Last 2 (of 3) sessions of consolidation in theory and technics of Social Service training (desk activities) - [first in Florence, held June 2019]; - second in Lisbon, held December 2019; - <u>third in Madrid</u> , originally scheduled April 20-24 th 2020 <i>Re-arranged scheduling as a consequence of the Covid lockdown measures: September 2020, online.</i>	7 (+1)	1=	2=	1=	+	2=						1=	2§	1§	
WP 2.2.	Field activities in Programme Countries: visiting of the Social Services in the specific areas for target groups. [Florence held 06.2019]; Lisbon held 12.2020; Madrid: <i>re-arranged scheduling as a consequence of the Covid lockdown measures: September 2020.</i>	7	1=	2=	1=	+	2=							2§	1§	
WP 2.4	Internship Guidelines first Meeting (held Lisbon 10.2020) and "Guidelines for a strategic Internship management and evaluation" production.	15	2=	2=	2=	2=	3=	+	+	+	+		1=	2§=	1=	
WP 2.4.	Training in Internship's issues in Shkoder (originally scheduled 03. 2020) <i>Re-arranged scheduling as a consequence of the Covid lockdown measures re-organized as Cycle of webinars in July 2020.</i>	1 (+1)					+X					2§				
WP 3.1.	Systematic delivery by the Partners of Quality Reports based on the Jointly defined Templates.	12 (+2)	1X= =	1X=	1X=	1X=	1X=	1X=								
															1X=	1X=
WP 4.1	Production and management of the Website	12	1X= =	1X=	1X=	1X=	1X=	1X=	+X=	+X=	1X= =	1X=	1X=	1X=		
															1X=	1X=

About each amended activity, it was necessary a rescheduling and an accurate review of the implementation processes.

All activities have been rescheduled by taking advantage of the months of extension (postponement and / or extension) and re-organized in online modality.

The table below shows the effective complete date of delivery of each amended WP.

ACTIVITIES	
REF.NR/ SUB-REF NR	TITLE
WP 1.2.	NEW ACTIVITY Presentation of the Book on Social Services in Programme Countries' universities with digital connection with Albanian Students Please, see detailed clarification below table
WP 2.2.	Last 2 (of 3) sessions of consolidation in theory and technics of Social Service training (desk activities) - first in Florence, held June 2019; - second in Lisbon, held December 2019; - third in Madrid, originally scheduled April 20-24th 2020: re-arranged scheduling as a consequence of the Covid lockdown measures: September 28th - October 2nd, 2020, online.
WP 2.2.	Field activities in Programme Countries: visiting of the Social Services in the specific areas for target groups. Florence held 06.2019; Lisbon held 12.2020; Madrid: <i>re-arranged scheduling as a consequence of the Covid lockdown measures: September 28th - October 2nd, 2020, online</i>
WP 2.4	Internship Guidelines first Meeting (held Lisbon 10.2020) and "Guidelines for a strategic Internship management and evaluation" production.
WP 2.4.	Training in Internship's issues in Shkoder (originally scheduled 03. 2020): re-arranged scheduling as a consequence of the Covid lockdown measures re-organized as Cycle of webinars 20th, 22th and 24th of July 2020. See T@sk website: https://www.taskproject.eu/wp-2-4-internship-procedures/
WP 3.1.	Systematic delivery by the Partners of Quality Reports based on the Jointly defined Templates.
WP 4.1	Production and management of the Website
WP.4.3.	Final conference of the Project (in Tirana): 3rd December 2020
WP.4.4.	Participation in National and international Conferences
WP 4.4.	Writing of scientific articles in national and international journals: scientific articles in national and international journals.
WP 4.4.	Writing the final collective book: "Social Work Education. Reflections and debate in the European context" edited by ISCTE
WP 4.5.	Albanian Social Services involvement Re-arranged online as a consequence of the Covid lockdown measures: see the reports on t@sk website: https://www.taskproject.eu/wp-4-5-albanian-social-service-involvement/
WP 4.5.	NEW ACTIVITY - Survey to Albanian Social Workers on the follow up of the training Please, see detailed clarification below table
WP 5.1.	Final partners' meeting in Madrid: re-arranged scheduling as a consequence of the Covid lockdown measures: 19th of November 2020 online

About the two totally new activities foreseen in the rescheduled table:

- I. the first one ***WP 1.2. NEW ACTIVITY Presentation of the Book on Social Services in Programme Countries' universities with digital connection with Albanian Students*** unfortunately - despite the initial project and the efforts to carry it out - was not completed due to the persistence of the pandemic and due to the related anti-covid regulations that affect the regular calendar and the modality of teaching and participate of the university courses. However, this activity has been replaced with another one, addressed both to students in social service (BA and MA) and to the social workers. Unifi researchers (P1) and OAS social workers (P7), with the support of Jorge Ferreira of ISCTE (P3) and the participation of an international discussant in the person of Neil Thompson, presented the *Guidelines for Internship management and evaluation* during a webinar held in November 25th, 2020. The event was organized and sponsored by OAS Toscana at the presence of the OAS newly elected president Raffaella Barbieri as well as the authors. The event was mainly followed by professional social workers engaged in supervision activities and to teachers and students of the three Tuscan universities (Pisa, Siena and Florence) where BA and MA training courses in Social Work are available. The webinar recorded 150 participants for more than three hours of presentation and debate. Please, see the document *Dissemination Plan and Report on Dissemination Activities* (<https://www.taskproject.eu/work-packages/>) and the video *Building a good internship to be prepared for practice. A lecture by Neil Thompson* (https://youtu.be/j_McRW-IK4U)
- II. The second activity ***WP 4.5. NEW ACTIVITY - Survey to Albanian Social Workers on the follow up of the training*** was completed, as reported in the report *WP 4.5 - Report on Exchange and Dissemination of Best Practices - ANNEX 1 Nine reports and one survey on monitoring of best practices in the field of policy making directed to disadvantaged children and women and on dissemination activities.*

The Albanian professionals social workers active in the field of psychosocial services in Tiranë, Shkodër and Elbasan, are involved in a survey to measure their level of interest and their specific satisfaction with the sharing activities best practices of social services highlighted after the First Consolidation Training in Florence and after the Second Consolidation Training in Lisbon.

3.3 Quality Assessment Plan

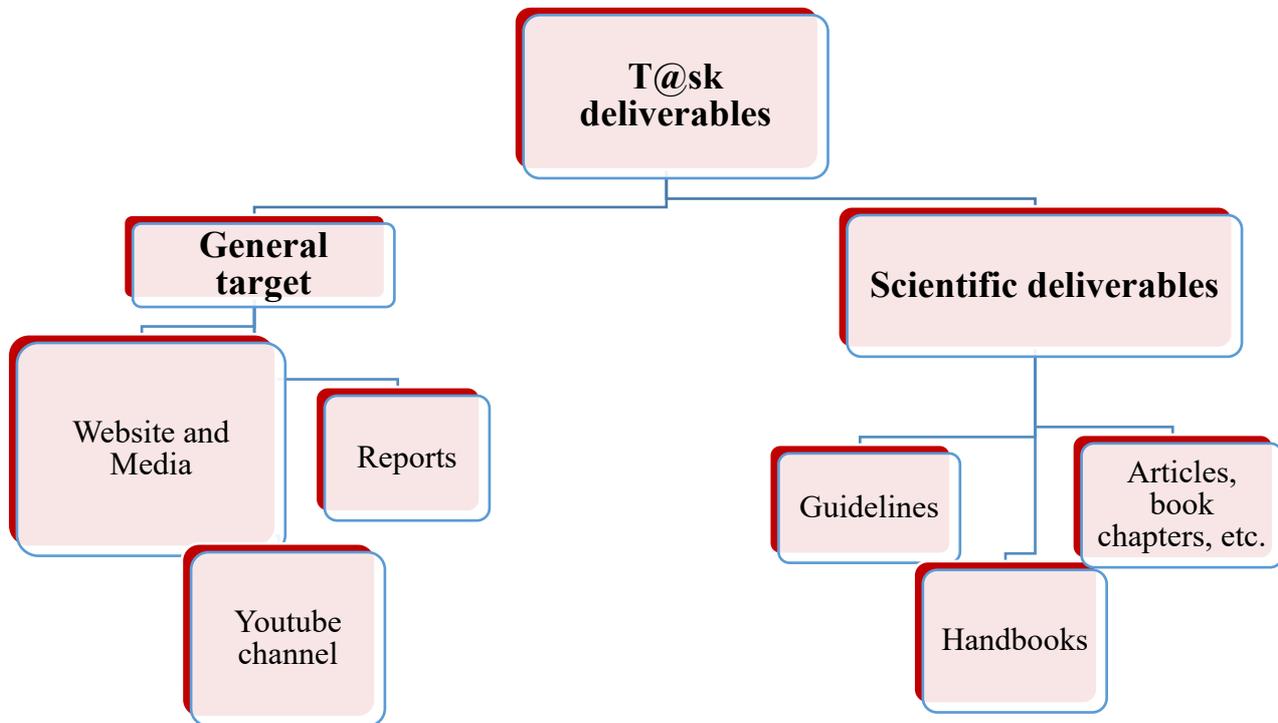
The Steering Committee is in charge with the drafting of *Quality Assessment Plan*. This document includes the aims and success criteria of the project to guarantee the quality assurance and monitoring of the processes and outputs of the different WPs, including the constant collection of quantitative and qualitative data on the project.

The general structure of the QAP is:

- ✓ Introduction: general understanding of the concept of “quality” in qualitative and quantitative terms;
- ✓ Description of indicators of quality related to the general and specific aims of the project;
- ✓ Description of indicators of quality related to the direct and indirect targets and to the indirect beneficiaries of the project;
- ✓ Description of indicators of quality for each WP;
- ✓ Indication of the steps of quality check for each responsible Unit of WP;
- ✓ Guide to quality assurance procedures and corrective actions for each WP;
- ✓ Description of conflict resolution in case of disputes among partners regarding the quality respect.

4. PRODUCTION OF THE DELIVERABLES

Task project relies on different categories of deliverables, as summarized below.



4.1. List of the main scientific deliverables

- ✓ Handbook Social Services in Albania: background and State of the Art
- ✓ Guidelines for the digitalization and management of the academic activities
- ✓ How to use ICT in teaching and learning activities. A guidebook
- ✓ Guidelines for the use of the ICT (Moodle) for Students
- ✓ Guidelines for the use of the ICT (Moodle) for Teachers
- ✓ Guidelines for new Internship Procedures in Social Work
- ✓ Handbook Social Work Education. Reflections and debate in the European context
- ✓ Research articles, books and other references on the state of the art of Social Services in Albania and Europe

- ✓ A dedicated YouTube Channel with webinars and interviews

4.2. Plan for the release of the deliverables

The time-plan for the release of the main deliverables mirrors the Work Plan annexed to the application form. It is necessary for all the partners to keep an updated version in order to have clear overview of the tasks and deliverables.

Each WP leader has updated the progress of tasks within the WP he/she is in charge of.

Moreover, the Steering Committee organized regular meetings in order to monitor the progress of tasks realization. Particular attention was dedicated to the milestones and established dates of deliverables.

5. COMMUNICATION

5.1. Internal Communication

The Project Scientific Coordinator guarantees the coordination of the internal communication, mainly managed through e-mail exchanges, phone calls upon urgent matters, web meetings, etc.

The web-based project management tool *Basecamp* attested to be of strategic importance: it was “the place” where all partners can have access to share data, modify reports, create surveys, post ideas etc., but in a protected way (i.e. not public).

There are two main areas of reference within the broad activity of internal communication.

Internal communication among project partners aiming at:

- ✓ Optimizing the circuit of communication between partners according to the management structure
- ✓ Maximizing synergies with regard to the different WPs
- ✓ Providing documentation to the Communication Team (WP 4)

Communication between T@sk partners and the EU aiming to:

- ✓ Guarantee updates and guideline for the project implementation.

5.2 External communication

The activity of external communication aims to inform the general society about the scope and objectives of the project, the partners involved and expected results/impacts.

The partnership commits to:

- ✓ disseminate advancement and final results gained during the project lifespan.
- ✓ raising the awareness on the project objectives

- ✓ spreading the project output
- ✓ facilitating communication SMEs beyond the project.

5.3. Tools of the Dissemination and Communication Strategy

T@sk communication is structured on two levels.

Internal Communication is focused on the communication among partners and with the European Commission. The activities and tools foreseen at this level are:

- ✓ Basecamp to be used as project management platform.
- ✓ E-mail and telecommunication software providing voice calls and video chat for standard communication.
- ✓ List of specific internal meetings to be updated
- ✓ Seminar on the communication guidelines

External Communication targets external audience directly related to the project results. The activities and tools foreseen at this level are:

- ✓ the creation of friendly dissemination material
- ✓ project coordinated image, logo, etc.
- ✓ scientific documents (see main deliverables).
- ✓ Project website and social media (Facebook group, YouTube channel)

Different other dissemination activities were carried out during the whole duration of the project. Specific activities to engage the stakeholders were implemented: as workshops, trainings; mobility exchanges; etc.

For further details, please refer to *T@sk Dissemination Plan and Report on Dissemination Activities* (<https://www.taskproject.eu/work-packages/>).