

**SEA MENTORS**

**SEAfarers Experiential Knowledge Based MENTORS** Project number: KA220-VET-93A876D8

**TOTAL QUALITY MANAGEMENT PLAN**

for SEA MENTORS

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Author:

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Acronym: SEA MENTORS

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# BASIC CONCEPT

*QUALITY MANAGEMENT* ensures that processes, products and outcomes of the project meet the requirements set in the project plan and application.



Quality Management Cycle

*The QUALITY MANAGEMENT PLAN* defines the acceptable level of quality and describes how the project will ensure this level of quality in its work processes, project activities and especially its Intellectual Outputs.

The main purpose of this QUALITY MANAGEMENT PLAN is to steer and inspire the project team to achieve and exceed its goals within the restraints of the resources available.

**AIMS OF THE TQMP**

The Total Quality Control Plan organises the work for the Quality Control Group. Its aim is to:

* promote the highest quality standards of work, documentation, cooperation, budget control and communication;
* engender openness and cooperation between all partners;
* create an atmosphere of trust, enabling problems to be reported and acted upon promptly;
* set the quantitative and qualitative indicators, check the achievements with regard to the agreed indicators and report immediately to the Management Group if the assigned standard is not reached.

# RESPONSIBILITY FOR QUALITY MANAGEMENT

The Quality Control Group will be responsible to assess, both quantitatively and qualitatively, that the project is achieving its objectives and results and that it is completed on time and within the budget. It will therefore be supervising that the set milestones as well as qualitative and quantitative indicators are achieved by the partners and will report to the Management Group any delays, deviations and problems, so that the Management Group can intervene and initiate adequate measures to bring the project back on track.

The Quality Control Group is led by PNA and comprises the following members:

|  |  |  |  |
| --- | --- | --- | --- |
| **Country** | **Name** | **Organisation** | **email** |
| **Romania** | Catalin POPA | MBNA | [catalin.popa@anmb.ro](mailto:catalin.popa@anmb.ro) |
| **Turkey** | Ugurcan Acar | MARITIME INNOVATORS | [acarugurcan@gmail.com](mailto:acarugurcan@gmail.com) |
| **Lithuania** | Indre Mickeviciute | LMA | [i.mickeviciute@lajm.lt](mailto:i.mickeviciute@lajm.lt) |
| **Poland** | Artur Bogdanowicz | PNA | [a.bogdanowicz@amw.gdynia.p](mailto:a.bogdanowicz@amw.gdynia.pl)l |
| **Slovenia** | Tomas Gregoric | SPINAKERS | [tomaz.gregoric@spinaker.si](mailto:tomaz.gregoric@spinaker.si) |
| **Bulgaria** | Kalin Kalinov | UPC | [kalinov.ks@gmail.com](mailto:kalinov.ks@gmail.com) |

# OTHER PROJECT MANAGEMENT GROUPS

Other management groups of the project are:

The Management Group, led by MBNA

The Evaluation Group, led by NVNA

The Dissemination Group, led by LMA

# COORDINATION OF RESPONSIBILITIES BETWEEN THE PROJECT MANAGEMENT GROUPS

**MANAGEMENT GROUP**

Sets goals and indicators

**Quality Control Group**

Controls achievement of products, outputs and indicators

**Evaluation Group**

Controls the internal quality of the Partnership and general project performance

**Dissemination Group**

Implements the dissemination of the project and its outcomes to the public

# MILESTONES

## Major milestones (M) of this project will be reached when:

M1 the research into Recognition of Certification resources will be completed.

M2 the SEA MENTORS Platform in its final form will be completed and ready to be introduced to stakeholders and the public.

M3 the SEA MENTORS tool will be in its final form and will provide valuable results to its users.

## These will be reached through the following stages of activity:

Stage 1: Research stage and the methodology development stage for the SEA MENTORS e-learning platform and Assessment Tool.

Stage 2: Based on the needs research results and the developed methodology, the partners will develop and design the content

Stage 3: The programming and development of a user-friendly User Interface for the SEA MENTORS e-learning platform and Assessment Tool.

Stage 4: The testing and improving of the online platform and the assessment tool.

# QUANTITATIVE INDICATORS

## Measurable quantitative indicators are:

* Number of Target Groups reached by the questionnaire: estimated (150)
* Hits on web platform (estimated 5,000)
* Likes on Facebook Project Page (estimated at least 500)
* Connections on LinkedIn (estimated at least 80)
* Number of applications for participation in the final seminar (estimated at least 100)
* Number of hits on You Tube for the Project's motivational Video (estimated at least 500

# 

# QUALITATIVE INDICATORS

## Measurable qualitative indicators are:

* The research by questionnaire into experiential knowledge evaluated and led to informative results of what the industry needs are and which form of course is required,
* The methodology of how to design the platform, its aims and strategies have been agreed on by the partners,
* The methodology of how to design the certification has been agreed between the partners,
* The SEA MENTORS Platform has been developed by partners to a high standard,
* The Certification has been developed by partners and is functioning well,
* The programming and User Interface design of the course and the certification tool have produced an inspiring and user-friendly course,
* The internal and external evaluations have no substantially negative observations, or the evaluation suggestions have been implemented,
* The SEA MENTORS Platform and its e-learning tool receive considerable feedback from stakeholders, in its web-platform and in its social media platforms.

# INDICATOR LIST PER PARTNER

The Quality Control Group has identified the following aspects for each **responsible** partner:

* respective qualitative and quantitative indicators,
* their outputs and milestones,
* tagging these tasks with the foreseen financial budget and time lines.

The following section includes the main actions and responsibilities of all partners. These tasks are not exclusive and all partners are obliged to make every effort to contribute to the successful completion of the entire project.

## MBNA

## INDICATORS MBNA

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Category** | **Indicator** | **When?** | **Budget** | |
| **Quantitative Indicators** | Send out to target groups 25 questionnaires | 12.2021 to 04.2022 | Management &  Implementation costs | |
|  | Initiate 100 likes on Facebook | From 12.2021 | Management &  Implementation costs | |
|  | Initiate 20 connections on LinkedIn | From 12.2021 | Management &  Implementation costs | |
|  | Initiate 100 hits on YouTube | From 04.2021 | Management &  Implementation costs | |
| **Qualitative Indicators & Milestones** | Lead and conduct “research of questionnaire” | 12.2021 to 04.2022 | O1 | |
|  | Support “Specifications  and a methodology” | 03.2022 to 05.2022 | O1 | |
|  | Support “Content development” | 06.2022 to 01.2023 | O1 | |
|  | Support “Programming of online platform” | 10.2022 to 03.2023 | O1 |
|  | Support “Design User Interface” | 02.2023 to 06.2023 | O1 |
|  | Lead “Testing and Improving” | 05.2023 to 09.2023 | O1 |
|  | Support “Specifications and methodology” | 06.2022 to  12.2023 | O2 |
|  | Support designing User Interface | 03.2023 to 06.2023 | O2 | |
| **Other Activities** | Overall Project management and supervision | During entire project lifetime | Management &  Implementation costs |
|  | Support consortium in all other Intellectual Output Activities | During entire project lifetime | O1 & O2 |
|  | Support consortium in all other Project activities | During entire project lifetime | Management &  Implementation costs |
|  | Lead Management group | During entire project lifetime | Management &  Implementation costs |

## BUDGET MBNA

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Category** | **Activity** | **Calculation** | **Amount** | **Total** |
| **Project** | general management, | 24 months x 500€ | 12.000 € | **12.000 €** |
| **management** | dissemination, |  |  |  |
| **and Implementation** | evaluation, travel &  meeting days, press  releases, newsletter |  |  |  |
|  | distribution, printing |  |  |  |
|  | costs |  |  |  |
| **Transnational Project meetings** |  |  |  |  |
|  | Travel to Lithuania | 2 person x 575€ | 1.150 € |  |
|  | Travel to Poland | 2 person x 575€ | 1.150 € |  |
|  | Travel to Slovenia | 2 person x 575€ | 1.150 € |  |
|  | Total travel | 6 persons |  | **3 450 €** |
| **Intellectual**  **Output O2** | Technician | 20 days x 55€ | 1.100 € | **1.100 €** |
|  | Teachers/Trainers/  Researchers | 120 days x 74€ | 8.800 € | **8.880 €** |
| **Multiplier Events** | SEA MENTORS CONFERENCE IN ROMANIA |  | 8.000 € | **8.000 €** |
|  | **Total** |  |  | **33.430 €** |

## MARITIME INNOVATORS

## INDICATORS Maritime Innovators

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Indicator** | **When?** | **Budget** |
| **Quantitative Indicators** | Send out to target groups 25 questionnaires | 12.2021 to 04.2022 | Management &  Implementation costs |
|  | Initiate 100 likes on Facebook | From 12.2021 | Management &  Implementation costs |
|  | Initiate 20 connections on LinkedIn | From 12.2021 | Management &  Implementation costs |
|  | Initiate 100 hits on YouTube | From 04.2022 | Management &  Implementation costs |
| **Qualitative Indicators & Milestones** | Support and conduct “research of questionnaire” | 12.2021 to 04.2022 | O1 |
|  | Lead “Specifications  and a methodology” | 03.2022 to 05.2022 | O1 |
|  | Support “Content development” | 06.2022 to 01.2023 | O1 |
|  | Support “Programming of online platform” | 10.2022 to 03.2023 | O1 |
|  | Support “Design User Interface” | 02.2023 to 06.2023 | O1 |
|  | Support “Testing and Improving” | 05.2023 to 09.2023 | O1 |
|  | Support “Specifications and methodology” | 06.2022 to  12.2023 | O2 |
|  | Support development of online tool | 06.2022 to 12.2022 | O2 |
|  | Support programming the tool | 01.2023 to 03.2023 | O2 |
|  | Support designing User Interface | 03.2023 to 06.2023 | O2 |
| **Other Activities** | Support consortium in all other Project Activities | During entire project lifetime | Management &  Implementation costs |
|  | Update the online journal on daily basis | During entire project lifetime | Management &  Implementation costs |
|  | Support consortium in all other Intellectual Output Activities | During entire project lifetime | O1 & O2 |

## BUDGET Maritime Innovators

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Category** | **Activity** | **Calculation** | **Amount** | **Total** |
| **Project** | general management, | 24 months x 250€ | 6.000 € | **6.000 €** |
| **management** | dissemination, |  |  |  |
| **and Implementation** | evaluation, travel &  meeting days, press  releases, newsletter |  |  |  |
|  | distribution, printing |  |  |  |
|  | costs |  |  |  |
| **Transnational Project meetings** |  |  |  |  |
|  | Travel to Romania | 2 person x 575€ | 1.150 € |  |
|  | Travel to Lithuania | 2 person x 575€ | 1.150 € |  |
|  | Travel to Poland | 2 person x 575€ | 1.150 € |  |
|  | Travel to Slovenia | 2 person x 575€ | 1.150 € |  |
|  | Travel to Romania | 2 person x 575€ | 1.150 € |  |
|  | Total travel | 10 persons |  | **4.600 €** |
| **Intellectual Output O1** | Technician | 30 days x 55€ | 1.650 € | **1.650 €** |
|  | Teachers/Trainers/  Researchers | 120 days x 74€ | 8.800 € | **8,880€** |
| **Intellectual**  **Output O2** | Technician | 30 days x 55€ | 1.650 € | **1.650 €** |
|  | Teachers/Trainers/  Researchers | 120 days x 74€ | 8.800 € | **8,880€** |
|  | **Total** |  |  | **31.660 €** |

## NVNA

## INDICATORS NVNA

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Indicator** | **When?** | **Budget** |
| **Quantitative Indicators** | Send out to target groups 25 questionnaires | 12.2021 to 04.2022 | Management &  Implementation costs |
|  | Initiate 100 likes on Facebook | From 12.2021 | Management &  Implementation costs |
|  | Initiate 20 connections on LinkedIn | From 12.2021 | Management &  Implementation costs |
|  | Initiate 100 hits on YouTube | From 04.2022 | Management &  Implementation costs |
| **Qualitative Indicators & Milestones** | Support “research of questionnaire” | 12.2021 to 04.2022 | O1 |
|  | Support and conduct “Specifications  and a methodology” | 03.2022 to 05.2022 | O1 |
|  | Lead “Content development” | 06.2022 to 01.2023 | O1 |
|  | Support “Programming of online platform” | 10.2022 to 03.2023 | O1 |
|  | Support “Design User Interface” | 02.2023 to 06.2023 | O1 |
|  | Support “Testing and Improving” | 05.2023 to 09.2023 | O1 |
|  | Support “Specifications and methodology” | 06.2022 to  12.2023 | O2 |
|  | Lead designing User Interface | 03.2023 to 06.2023 | O2 |
| **Other Activities** | Lead the evaluation and monitoring group | During entire project lifetime | Management &  Implementation costs |
|  | Support consortium in all other Intellectual Output Activities | During entire project lifetime | O1 & O2 |
|  | Support consortium in all other Project activities | During entire project lifetime | Management &  Implementation costs |

## BUDGET NVNA

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Category** | **Activity** | **Calculation** | **Amount** | **Total** |
| **Project** | general management, | 24 months x 250€ | 6.000 € | **6.000 €** |
| **management** | dissemination, |  |  |  |
| **and Implementation** | evaluation, travel &  meeting days, press  releases, newsletter |  |  |  |
|  | distribution, printing |  |  |  |
|  | costs |  |  |  |
| **Transnational Project meetings** |  |  |  |  |
|  | Travel to Romania | 2 person x 575€ | 1.150 € |  |
|  | Travel to Lithuania | 2 person x 575€ | 1.150 € |  |
|  | Travel to Poland | 2 person x 575€ | 1.150 € |  |
|  | Travel to Slovenia | 2 person x 575€ | 1.150 € |  |
|  | Travel to Romania | 2 person x 575€ | 1.150 € |  |
|  | Total travel | 8 persons |  | **4.600 €** |
| **Intellectual Output O1** | Technician | 20 days x 55€ | 1.100 € | **1.100 €** |
|  | Teachers/Trainers/  Researchers | 120 days x 74€ | 8.800 € | **8.800 €** |
| **Intellectual**  **Output O2** | Technician | 20 days x 55€ | 1.100 € | **1.100 €** |
|  | Teachers/Trainers/  Researchers | 100 days x 74€ | 7.400 € | **7.400 €** |
|  | **Total** |  |  | **29.080 €** |

## SPINAKER

## INDICATORS SPINAKER

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Indicator** | **When?** | **Budget** |
| **Quantitative Indicators** | Send out to target groups 25 questionnaires | 12.2021 to 04.2022 | Management &  Implementation costs |
|  | Initiate 100 likes on Facebook | From 12.2021 | Management &  Implementation costs |
|  | Initiate 20 connections on LinkedIn | From 12.2021 | Management &  Implementation costs |
|  | Initiate 100 hits on YouTube | From 04.2022 | Management &  Implementation costs |
| **Qualitative Indicators & Milestones** | Support and conduct “research of questionnaire” | 12.2021 to 04.2022 | O1 |
|  | Support “Specifications  and a methodology” | 03.2022 to 05.2022 | O1 |
|  | Support “Content development” | 06.2022 to 01.2023 | O1 |
|  | Lead “Programming of online platform” | 10.2022 to 03.2023 | O1 |
|  | Support “Design User Interface” | 02.2023 to 06.2023 | O1 |
|  | Support “Testing and Improving” | 05.2023 to 09.2023 | O1 |
|  | Lead “Specifications and methodology” | 06.2022 to  12.2023 | O2 |
|  | Lead development of online tool | 06.2022 to 12.2022 | O2 |
|  | Lead programming the tool | 01.2023 to 03.2023 | O2 |
|  | Support designing User Interface | 03.2023 to 06.2023 | O2 |
| Other Activities | Support consortium in all other Intellectual Output Activities | During entire project lifetime | O1 & O2 |
|  | Support consortium in all other Project activities | During entire project lifetime | Management &  Implementation costs |

## BUDGET SPINAKER

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Category** | **Activity** | **Calculation** | **Amount** | **Total** |
| **Project** | general management, | 24 months x 250€ | 6.000 € | **6.000 €** |
| **management** | dissemination, |  |  |  |
| **and Implementation** | evaluation, travel &  meeting days, press  releases, newsletter |  |  |  |
|  | distribution, printing |  |  |  |
|  | costs |  |  |  |
| **Transnational Project meetings** |  |  |  |  |
|  | Travel to ……… | 2 person x 575€ | 1.150 € |  |
|  | Travel to ………. | 2 person x 575€ | 1.150 € |  |
|  | Travel to ………. | 2 person x 575€ | 1.150 € |  |
|  | Total travel | 8 persons |  | **3.450 €** |
| **Intellectual Output O1** | Technician | 10 days x 102€ | 1.020 € | **1.020 €** |
|  | Teachers/Trainers/  Researchers | 90 days x 137€ | 10.960 € | **10.960 €** |
| **Intellectual**  **Output O2** | Technician | 10 days x 102€ | 1.020 € | **1.020 €** |
|  | Teachers/Trainers/  Researchers | 80 days x 137€ | 13.700 € | **12.330 €** |
|  | **Total** |  |  | **34.780 €** |

## PNA

## INDICATORS PNA

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Indicator** | **When?** | **Budget** |
| **Quantitative Indicators** | Send out to target groups 25 questionnaires | 12.2021 to 04.2022 | Management &  Implementation costs |
|  | Initiate 100 likes on Facebook | From 12.2021 | Management &  Implementation costs |
|  | Initiate 20 connections on LinkedIn | From 12.2021 | Management &  Implementation costs |
|  | Initiate 100 hits on YouTube | From 04.2022 | Management &  Implementation costs |
| **Qualitative Indicators** | Support and conduct “research of questionnaire” | 12.2021 to 04.2022 | O1 |
|  | Support “Specifications  and a methodology” | 03.2022 to 05.2022 | O1 |
|  | Support “Content development” | 06.2022 to 01.2023 | O1 |
|  | Support “Programming of online platform” | 10.2022 to 03.2023 | O1 |
|  | Lead “Design User Interface” | 02.2023 to 06.2023 | O1 |
|  | Lead “Testing and Improving” | 05.2023 to 09.2023 | O1 |
|  | Support “Specifications and methodology” | 06.2022 to  12.2023 | O2 |
|  | Support designing User Interface | 03.2023 to 06.2023 | O2 |
|  | Lead Testing and finalising | 05.2023 to 09.2023 | O2 |
| **Other Activities** | Lead Total Quality Control Group | During entire project lifetime | Management &  Implementation costs |
|  | Support consortium in all other Intellectual Output Activities | During entire project lifetime | O1 & O2 |
|  | Support consortium in all other Project Activities | During entire project lifetime | Management &  Implementation costs |

## BUDGET PNA

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Category** | **Activity** | **Calculation** | **Amount** | **Total** |
| **Project** | general management, | 24 months x 250€ | 6.000 € | **6.000 €** |
| **management** | dissemination, |  |  |  |
| **and Implementation** | evaluation, travel &  meeting days, press  releases, newsletter |  |  |  |
|  | distribution, printing |  |  |  |
|  | costs |  |  |  |
| **Transnational Project meetings** |  |  |  |  |
|  | Travel to Romania | 2 person x 575€ | 1.150 € |  |
|  | Travel to Lithuania | 2 person x 575€ | 1.150 € |  |
|  | Travel to Slovenia | 2 person x 575€ | 1.150 € |  |
|  | Travel to Romania | 2 person x 575€ | 1.150 € |  |
|  | Total travel | 10 persons |  | **3.450 €** |
| **Intellectual Output O1** | Technician | 20 days x 55€ | 1.100 € | **1.100 €** |
|  | Teachers/Trainers/  Researchers | 120 days x 74€ | 8.800 € | **8.800 €** |
| **Intellectual**  **Output O2** | Technician | 20 days x 55€ | 1.100 € | **1.100 €** |
|  | Teachers/Trainers/  Researchers | 100 days x 74€ | 7.400 € | **7.400 €** |
|  | **Total** |  |  | **27.930 €** |

## LMA

## INDICATOR LMA

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Indicator** | **When?** | **Budget** |
| **Quantitative Indicators** | Send out to target groups 25 questionnaires | 12.2021 to 04.2022 | Management &  Implementation costs |
|  | Initiate 100 likes on Facebook | From 12.2021 | Management &  Implementation costs |
|  | Initiate 20 connections on LinkedIn | From 12.2021 | Management &  Implementation costs |
|  | Initiate 100 hits on YouTube | From 04.2022 | Management &  Implementation costs |
| **Qualitative Indicators** | Support and conduct “research of questionnaire” | 12.2021 to 04.2022 | O1 |
|  | Support “Specifications  and a methodology” | 03.2022 to 05.2022 | O1 |
|  | Support “Content development” | 06.2022 to 01.2023 | O1 |
|  | Support “Programming of online platform” | 10.2022 to 03.2023 | O1 |
|  | Support “Design User Interface” | 02.2023 to 06.2023 | O1 |
|  | Lead “Testing and Improving” | 05.2023 to 09.2023 | O1 |
|  | Support “Specifications and methodology” | 06.2022 to  12.2023 | O2 |
|  | Support designing User Interface | 03.2023 to 06.2023 | O2 |
|  | Support Testing and finalising | 05.2023 to 09.2023 | O2 |
| Other Activities | Lead The Dissemination Group | During entire project lifetime | Management &  Implementation costs |
|  | Support consortium in all other Intellectual Output Activities | During entire project lifetime | O1 & O2 |
|  | Support consortium in all other Project Activities | During entire project lifetime | Management &  Implementation costs |

## BUDGET LMA

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Category** | **Activity** | **Calculation** | **Amount** | **Total** |
| **Project** | general management, | 24 months x 250€ | 6.000 € | **6.000 €** |
| **management** | dissemination, |  |  |  |
| **and Implementation** | evaluation, travel &  meeting days, press  releases, newsletter |  |  |  |
|  | distribution, printing |  |  |  |
|  | costs |  |  |  |
| **Transnational Project meetings** |  |  |  |  |
|  | Travel to Bulgaria | 2 person x 760€ | 1.520 € |  |
|  | Travel to Ireland | 2 person x 575€ | 1.150 € |  |
|  | Travel to Slovenia | 2 person x 575€ | 1.150 € |  |
|  | Travel to Bulgaria | 2 person x 760€ | 1.520 € |  |
|  | Total travel | 8 persons |  | **3.450 €** |
| **Intellectual Output O1** | Technician | 20 days x 55€ | 1.100 € | **1.100 €** |
|  | Teachers/Trainers/  Researchers | 120 days x 74€ | 8.800 € | **8.800 €** |
| **Intellectual**  **Output O2** | Technician | 20 days x 55€ | 1.100 € | **1.100 €** |
|  | Teachers/Trainers/  Researchers | 100 days x 74€ | 7.400 € | **7.400 €** |
|  | **Total** |  |  | **27.930 €** |