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TOURIST

Project number: 585785-EPP-1-2017-1-AT-EPPKA2-CBHE-JP

External Evaluation

Second Interim Report
for the period 17/12/2018 – 31/10/2019

Corresponding to: **WP7 – Quality Plan**

External Evaluator: **WUS Austria**

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Version – Date: Version 1 - **31/10/2019**

This report takes into account all information and documents which were available on G-Drive, via e-mail, and on the project website and Facebook account by October 31, 2019.

Content Overview

TOURIST external evaluation

The project "TOURIST – Competence Centres for the Development of Sustainable Tourism and Innovative Financial Management Strategies to Increase the Positive Impact of Local Tourism in Thailand and Vietnam", an Erasmus+ project, which is promoted and managed by FH JOANNEUM GmbH, started in October 2017 and will be finalised in October 2020. TOURIST aims at spreading knowledge of sustainable tourism during the planned counselling sessions within the competence centres; at increasing the number of projects on sustainable tourism, and at making sure that these projects will be funded by innovative financial management strategies to generate a long-term growth of sustainable tourism in Thailand and Vietnam.
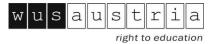
The main project objectives are:

- Capacity building of experts on sustainable tourism and innovative financial management strategies at HEIs in Thailand and Vietnam;

- Implementation of seven competence centres at partner HEIs to increase awareness and expertise of sustainable tourism and innovative financial management strategies measures;

- Foster university-business cooperation through the TOURIST competence centres and network;

- Increase of employability of students due to upgraded knowledge on sustainable tourism;

- Current status analysis of the industry and identification of efforts in sustainable tourism in Thailand, Vietnam and the European partner countries and the identification of gaps/necessities in each participating region;

- Creation of a nationwide and international network with target groups from the tourism industry and from financial management to increase impacts of sustainability in tourism.

The work programme of the project proposal foresees internal and external quality assurance and evaluation, which are described in particular in work package 7 "Quality Plan".

The aim of the external evaluation in the TOURIST project is to provide feedback to the project coordinator, the internal evaluator and all other partners concerning project progress, project results and reporting. The main aim is to contribute to high quality outputs. The results are three reports, the first was provided in December 2018, the second in October 2019 (this report) and the third and final report at the project end in October

2020. This way the consortium can consider the recommendations of each report for the upcoming period.

The external evaluation work plan includes the following main components:

a. Ongoing feedback and communication with the internal evaluator, project coordinator and selected consortium members as required

b. Evaluation of key activities/results of the project: Coherence between plan and reality

Status of the project

We analysed the project status concerning partnership, the work programme (including project management, communication, etc.) and the target group focus of the project and its products. In general this is a logical and proved structure used also similarly by numerous funding agencies in report assessment procedures.

At the end of each section the results are brought to the point by answering the question if immediate corrective measures / actions are necessary and which actions are proposed if the answer is "yes".

The assessment is based on the project application, the documentation and reporting on the internal communication, the documentation on Google-Drive (G-Drive) used by the project for internal document sharing, the project website (http://tourist.fh-joanneum.at/), the Facebook Account (https://www.facebook.com/SustainableTourismSEA/) and communication with the internal evaluator, the coordinator and partners. The period addressed in this report is the first and second project years from October 2017 until October 2019 with an emphasis on the second project year.

Partnership

(Communication, Meetings, Changes)

The TOURIST project consortium consists of 11 partners and one subcontractor:

P1   FH JOANNEUM GmbH / FHJ (AT), is the applicant and coordinator of the project and coordinates work package 8 (Project Management) and supports the work package leader in work package 4 (Operational Instalment of the Competence Centres).

P2   UNIVERSITY OF ALICANTE / UA (ES), coordinates work package 1 (Comparative Analysis of the Tourism Industry and Sustainable Tourism Efforts in Thailand (TH), Vietnam (VN) and the EU) and work package 5 (Network for National and Cross-country Exchange).

P3   HAAGA-HELIA UNIVERSITY / HHU (FI), coordinates work package 2 (Capacity Building – Training for Trainers).

P4   HUE UNIVERSITY / HU (VN), is the national coordinator of all partners of Vietnam and coordinates work package 3 (Technical Instalment of the Competence Centres).

P5   VIETNAM NATIONAL UNIVERSITY HANOI, UNIVERSITY OF SOCIAL SCIENCES AND HUMANITIES / USSH Hanoi (VN), coordinates work package 4 (Operational Instalment of the Competence Centres).

P6   VIETNAM NATIONAL UNIVERSITY HCMC, UNIVERSITY OF SOCIAL SCIENCES AND HUMANITIES / USSH HCMC (VN), is a direct beneficiary and implements all work packages according to plan.

P7   KASETSART UNIVERSITY / KU (TH), is a direct beneficiary and implements all work packages according to plan.

P8   BURAPHA UNIVERSITY / BU (TH), is a direct beneficiary and implements all work packages according to plan.

P9   PAYAP UNIVERSITY / PU (TH), is a direct beneficiary and implements all work packages according to plan.

P10   PRINCE OF SONGKLA UNIVERSITY / PSU (TH), is the national coordinator of all partners of Thailand and coordinates work package 6 (Dissemination and Visibility).

P11   THE THAILAND COMMUNITY BASED TOURISM INSTITUTE / CBT-I (TH), is a direct beneficiary and implements all work packages according to plan.

HUE TOURISM INFORMATION AND PROMOTION CENTER / HTIP (VN), is a subcontractor; gives input and supports the other partners in the work packages according to plan.

Work programme

(Short analyses of Activity status, Milestones, Results)

In the following each of the work packages, which has been started in the first project year, is checked against the facts and promises in the application. A detailed description of each work package can be found in the TOURIST PROJECT DESCRIPTION on G-Drive. In the tables with the milestones, background colours are used: green - "completed"; orange - "should have been completed, but still under progress"; red - "should have been completed, but not available/not visible"; no colour - "ongoing activity – deadline in the future".

The project started with a delay of 4,5 months due to (1) the validation of a project partner and (2) the late completion of the contract between the EU and the coordinator. Thus, the whole time plan had to be adapted accordingly. At the end of the second project year, it can now be seen that the coordinator and the whole consortium were striving hard to catch up this delay from the beginning.

WP1. Comparative Analysis of the Tourism Industry and Sustainable Tourism Efforts in Thailand (TH), Vietnam (VN) and the EU

Timeframe: M1 – M4

Work package leader: University of Alicante (UA)

Desk research: All partners

Short description:

This WP serves as a reference point for the entire development and implementation of the project. It builds the basis for undertakings planned for the training and material development (WP2) and activities which need to be undertaken by the network (WP5). The main aims of the comparative analysis are:

- to get an overview of currents standards in the area of sustainable tourism (ST) and innovative financial management strategies (IFMS),
- to examine the status-quo of current efforts in terms of ST and IFMS on a national basis,
- to compare undertaken efforts with EU standards,
- generated data will then be filed to a GAP report to identify potentials and capacities in the area of ST in TH and VT,
- to identify measures that can be implemented in partner countries to increase ST through the support of IFMS.

The following milestones are defined in the proposal:

	Deadline / Title	Language/s
1.1	December 2017: Status-quo analysis on the national tourism industry and sustainable tourism efforts	EN
1.2	January 2018: GAP report on sustainable tourism	EN
1.3	February 2018: Comparative report including guidelines of comparison and recommendations	EN
1.4	December 2017: Study visit in Graz	EN

STATUS:

The outcomes 1.1 and 1.4 were delayed but could be implemented and completed in the first project year as planned. The outcomes 1.2 and 1.3 were also delayed and could finally be completed in the period covered by the first interim report.

1.1 Status-quo Analysis

A status-quo analysis and focus groups were implemented in all countries and partners sent their reports to the work package leader University of Alicante (UA). It can be said that the partners took the focus groups very seriously and partly the universities invited more participants to the focus groups than initially planned in the proposal. Therefore, the whole process took longer but also a lot of important data for the upcoming activities was gathered. In general, the documentation of the focus groups is very detailed incl. lists of attendance, pictures, focus group guidelines and focus group reports.
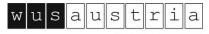
1.2/1.3 GAP Report and Comparative Report

UA compiled this report which is based on the results gained through the status-quo analysis. The report is very elaborate and includes the main gaps in the participating countries as well as recommendations and key performance indicators in terms of successful and sustainable tourism. It identifies common strategies as well as different approaches when it comes to the implementation of sustainable tourism concepts and the application of innovative financial management concepts for funding tourism projects. It can be found at G-Drive and at the website.

1.4 Study visit in Graz

The study visit was delayed from M2 to M5 and was held in Graz from March 1-2, 2018 following the Kick-off meeting from February 27-28, 2018. All organisational information such as agenda, photos, practical info, presentations etc. can be found on G-Drive.

Recommendations/Reminders concerning reporting:

Immediate corrective Actions necessary? *(If "yes" clarification follows)*	Yes ☐	No ☒

WP2. Capacity Building – Trainings for Trainers

Timeframe: M5 – M13

Activity leader: Haaga-Helia University (HHU)

Participation in trainings: All partners

Revision of the documents: All partners

Short description:

The objective of this WP is to build know-how on sustainable tourism and innovative financial management strategies to improve capacities for more initiatives on the topics. The higher number of experts for sustainable tourism and innovative financial management will lead to a better education for students at the participating universities. The aim is to increase the level of knowledge among a greater number of representatives of the target groups. The knowledge acquired here will be applied during WP4 and 5.

The following milestones are defined in the proposal:

	Deadline / Title	Language/s
2.1	May 2018: Training plans and materials development	EN
2.2	November 2018: Human capacity building trainings	EN
2.3	November 2018: Internal workshops	EN, TH, VN

STATUS:

All outcomes in this work package were delayed but were implemented and completed in the second project year.

2.1 Training plans and materials development

Training topics were identified based on the focus groups and the status-quo analysis, partners and external stakeholders were asked about the relevance of the topics of the training and agreed to implement the training accordingly. Training plans and materials were developed by the EU partners. A train-the-trainer guide template was developed for the upcoming trainings. The training plans and training material for all four trainings can be found at G-Drive.

2.2 Human capacity building trainings

All four trainings were delayed from M8-M13 to M13-M18. The first training dealt with an "Introduction to sustainable tourism and its main characteristics" and took place in Hue (VN) from October 2-5, 2018.

The second training was about "A toolkit for sustainable tourism" and took place in HCMC (VN) from December 11-14, 2018.

The third training on "Innovative financial management strategies" took place in Phuket (TH) from January 21-25, 2019.
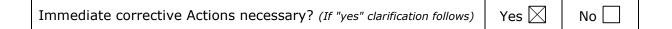
The fourth training about "How to implement a training centre" took place in Chonburi (TH) from March 25-29, 2019.

All relevant documentation of the four trainings incl. agendas, presentations, attendance lists and feedback reports can be found at G-Drive. Also, the translations for training 1-4 into Vietnamese and the translations for training 1-2 into Thai can be found at G-Drive. The translations of trainings 3-4 into Thai are still missing.

2.3 Internal workshops

The internal workshops were implemented between December 2018 and May 2019. During these workshops staff and students of the Faculties of Tourism at all participating partner universities but also other important stakeholders in the tourism industry were trained by those staff who attended the four human capacity trainings implemented by the EU partners. This way the project's impact and the acquired knowledge could be multiplied. The documentation of the internal workshops (general workshop information, attendance lists, photos, etc.) is not complete since the information of one workshop at Kasetsart University is missing.

Recommendations/Reminders concerning reporting:

Immediate corrective Actions necessary? *(If "yes" clarification follows)*	Yes ☒	No ☐

The translations of trainings 3-4 into Thai are still missing.

Documentation of one workshop at Kasetsart University is missing.

WP3. Technical Instalment of the Competence Centres

Timeframe: M14 – M19

Activity leader: Hue University (HU) with the support of all EU partners

Instalment of competence centres: All university partners

Short description:

The objective of this WP is to develop and modernise technical capabilities of the seven partner country universities to enhance efficiency to spread the knowledge on sustainable tourism and innovative financial management strategies. After thorough technical needs identification, the necessary equipment will be purchased and installed and also tested if everything is in function as planned.

The following milestones are defined in the proposal:

	Deadline / Title	Language/s
3.1	December 2018: Technical needs identification	EN
3.2	April 2019: Purchase and instalment	EN
3.3	May 2019: Roll-out test	EN, TH, VN

STATUS:

The outcome 3.1 was delayed but could be finally completed in the period covered by the first report. The outcomes 3.2 and 3.3 are delayed since the tendering and purchasing procedure is more time-consuming than expected due to national and internal bureaucratic challenges.

3.1 Technical needs identification

All partner universities in Thailand and Vietnam filled in detailed lists of equipment which should be purchased. These lists can be found at G-Drive except for the USSH Hanoi.

3.2 Purchase and instalment

The partner country universities were provided with an assessment grid which should facilitate the process of choosing the vendor with the best conditions. Moreover, the partner country universities were made familiar with the purchasing and tendering procedures of the EACEA. All partners have initiated the purchasing and instalment process. So far four partners have already finished their purchasing process while the other three partners are in the middle of the process.

3.3 Roll-out test

A report template was provided at G-Drive to give an overview of how the competence centers are installed and when they are opened to the major stakeholders. The roll-out tests will be organised as mini-events at each of the partner country universities to show the newly purchased technical capacities funded in the frame of an Erasmus+ project. So far only the Payap University (TH) uploaded all information and documentation regarding the roll-out test and the opening of the Competence Center to G-Drive. Payap University opened

its centre on June 12, 2019. All other universities plan to have their roll-out tests until the end of November 2019.

Recommendations/Reminders concerning reporting:

Immediate corrective Actions necessary? *(If "yes" clarification follows)*	Yes ☒	No ☐

Technical Needs Identification by USSH Hanoi has to be uploaded to G-Drive;

Finishing of purchasing process by the respective partner universities;

Roll-out test reports by the respective partner universities (except Payap University).

WP4. Operational Instalment of the Competence Centres

Timeframe: M10 – M36

Activity leader: University of Social Sciences and Humanities – Vietnam National University Hanoi (USSH Hanoi) with the support of FH Joanneum (FHJ)

Instalment of competence centres: All university partners

Short description:

The main aim of this WP is to develop the competence centres for sustainable tourism and innovative financial management strategies which are going to be installed at the faculties of tourism at the partner country partners in TH and VN to foster first the concept of sustainable tourism in the target countries and second to increase the knowledge about funding possibilities of these sustainable tourism undertakings.

The following milestones are defined in the proposal:

	Deadline / Title	Language/s
4.1	October 2018: Official integration of the competence centres in the university structure	EN
4.2	May 2019: Operation, business, marketing and sustainability plan and definition of the liaisons	EN
4.3	October 2020: Operations of competence centres	EN, TH, VN

STATUS:

Due to the challenges in purchasing the equipment and hence opening the competence centres, the outcomes 4.1 to 4.3 have been delayed. Outcome 4.1 has been finished within the second project year. Outcome 4.2 is in the process of being finished and outcome 4.3 is planned to be finished by December 2019.

For the whole work package every partner country university got a European partner university assigned as liaison partner who gives support whenever needed.

4.1 Official integration of the competence centres in the university structure

The partner universities signed an official confirmation letter for the integration of the TOURISM centres in the university structure attached to the Faculty of Tourism as well as a prolongation statement stating that the competence centres will be in place for at least two more years after the end of the project. There is a template available at G-Drive which was adapted and signed by the partner country universities. The letters of Prince of Songkla University cannot yet be found at G-Drive.

4.2 Operation, business, marketing and sustainability plan and definition of the liaisons

Templates for a business plan can be found at G-Drive. As part of this outcome each partner country university was assigned a European partner who supported in all tasks and open questions regarding the operational instalment of the competence centre. These liaisons enabled direct communication and exchange between partner countries and EU partners:

Hue University and Burapha University – Haaga-Helia University

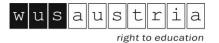USSH Hanoi and Kasetsart University – University of Alicante

USSH HCMC, Payap University and Prince of Songkla University – FH Joanneum

All partners have started working on their operation, business and marketing plans. So far the business plans by Hue University, Burapha University and Payap University can be already found at G-Drive, all other business plans are expected to be uploaded soon.

4.3 Operations of competence centres

So far four universities have opened their competence centres and are already offering trainings to external parties. The other centres are planned to be operating until December 10, 2019. In total each competence centre has at least 2 academic staff members and 5 students who work for the centre throughout the project duration and beyond. The staff members and students were selected according to pre-fixed proceedings and quality criteria. The academic staff and the students who work in the competence centres participated either at the capacity building trainings or in the internal workshops so that they have a good knowledge of the core topics of the competence centres. The templates for the selection of staff as well as the documentation of the training sessions can be found at G-Drive.

Payap University in Thailand was the first university to open its competence centre in June 2019. Hue University (Vietnam) and Kasetsart University (Thailand) have also opened their centres. USSH Hanoi has installed the equipment but not yet officially opened the centre.

Recommendations/Reminders concerning reporting:

Immediate corrective Actions necessary? *(If "yes" clarification follows)*	Yes ☒	No ☐

Confirmation letter and prolongation statement of Prince of Songkla University has to be uploaded to G-Drive.

All business plans (except Hue University, Burapha University and Payap University) have to be uploaded to G-Drive.

The remaining three partners have to work hard in order to be able to operate their competence centres until December 10, 2019.

WP5. Network for National and Cross-country exchange

Timeframe: M12 – M36

Activity leader: University of Alicante (UA)

Networking activities: All partners

Short description:

The objective of this WP is to establish a network for international exchange on sustainable tourism and innovative financial management strategies. The following activities were undertaken: training sessions for non-partner universities and all external stakeholders; cross-border conferences and a joint publication which shows the most essential project results and presents best practice examples.

The following milestones are defined in the proposal:

	Deadline / Title	Language/s
5.1	November 2018: Network establishment	EN, TH, VN
5.2	January 2019: Building network identity and knowledge transfer platform	EN, TH, VN

5.3	June 2020: Training sessions for non-partner universities and stakeholders	EN, TH, VN
5.4	June 2020: Two cross-border conferences	EN, TH, VN
5.5	October 2020: Joint publication	EN, TH, VN

STATUS:

Outcome 5.1 was implemented in the period covered by this second interim report. Outcome 5.2 is in progress. Outcomes 5.3 to 5.5 are ongoing activities and will be completed until the project end.

5.1 Network establishment

UA established the network and determined the network's vision, mission and objectives. The UA also developed a Letter of Interest which defines the purpose, objectives, and areas of collaboration of this network which can also be found at G-Drive.

5.2 Building network identity and knowledge transfer platform

In order to spread the information about the network, a logo was developed by the partnership. It has already been promoted via the Facebook account. Also, a poster and a folder have been developed which can be found at G-Drive. The platform is currently being developed with an external agency and is planned to be finished in time for the 1st international conference in December 2019.

5.3 Training sessions for non-partners

UA developed guidelines for training sessions for non-partner universities and stakeholders which can be found at G-Drive. Partners have already started organising these training sessions. Kasetsart University already implemented the training; all other partners plan to implement the trainings until June 2020 according to the work plan.
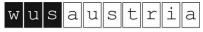
5.4 Two cross-border conferences

In order to enhance the visibility of the network and the project, two international conferences will be organised in the project lifetime. The first international conference "Sustainable Tourism Development: Lessons Learned for South East Asian Countries" will take place in Hanoi, Vietnam from December 3-4, 2019. The second conference is scheduled in Bangkok for April 2020.

5.5 Joint publication

A joint publication with good practices and lessons learnt will be published until the end of the project.

Recommendations/Reminders concerning reporting:

Immediate corrective Actions necessary? *(If "yes" clarification follows)*	Yes ☒	No ☐

The knowledge transfer platform has to be finished.

WP6. Dissemination and Exploitation

Timeframe: M1 – M36

Activity leader: Prince of Songkla University (PSU)

Dissemination activities: All partners

Short description:

The main objective is to establish a strategy for project dissemination and to largely enhance the visibility of the project and to reach a target group with appealing content.

The following milestones are defined in the proposal:

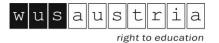|	Deadline / Title	Language/s
6.1	January 2018: Dissemination strategic plan	EN
6.1	October 2020: Continuous dissemination	EN
6.2	February 2018: Project Identity Development	EN

STATUS:

The dissemination strategic plan and the project identity kit were developed and presented to all partners for further dissemination at the beginning of the project. Also, dissemination is a continuous task and will be worked on until the end of the project.

6.1 Dissemination strategic plan and continuous dissemination

A comprehensive plan and guideline for project dissemination and report templates were developed at the beginning of the project including a description of and a timeline for all planned dissemination activities. This plan will have to be updated regularly if necessary.

The first dissemination report by all partners was done for the reporting period 15/10/2017 – 31/07/2018 and can be found at G-Drive. The second dissemination report from 01/08/2018 – 31/03/2019 was also uploaded to G-Drive (except of USSH Hanoi). The third

dissemination report from 01/04/2019 – 31/10/2019 can also be found at G-Drive (except of USSH HCMC).

In general dissemination of the project is good. On the Facebook account there have been always regular postings and a lot of interaction; at the moment it has got 1006 likes (October 11, 2019). The maintenance of the TOURIST website should be improved when it comes to updating the news and the download section; the last news is dated from October 2019 about a meeting in June 2019. The dissemination reports show the many different ways and efforts of disseminating the project activities at the individual partner institutions. What is also important is that all partners develop promotional material such as folders, flyers, etc. which they can distribute among staff and different stakeholders to increase the awareness of the project activities.

6.2 Project identity development

The project identity kit such as logo, project website (https://tourist.fh-joanneum.at/), Facebook account (https://www.facebook.com/SustainableTourismSEA/), folder and poster has been developed; all relevant documents can be found at G-Drive and at the website.

Recommendations/Reminders concerning reporting:

- All partners should maintain their efforts of continuously and regularly disseminating the project results and outcomes and listing them in the provided dissemination template. Also, promotion material, the website and the social media profile have to be updated regularly to inform about the progress made within the project.

Immediate corrective Actions necessary? *(If "yes" clarification follows)*	Yes ☒	No ☐

2nd dissemination report from USSH Hanoi

3rd dissemination report from USSH HCMC

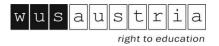Improved maintenance of the project website

WP7. Quality and Ethics Control

Timeframe: M1 – M36

Activity leader: Haaga-Helia University (HHU)

Quality assurance activities: All partners

Short description:

The main objective is to ensure the quality of project outputs and outcomes and minimise cultural barriers to ensure a high quality implementation of the project and the main products.

The following milestones are defined in the proposal:

	Deadline / Title	Language/s
7.1	January 2018: Quality and Ethics Board (QEB) set up	EN
7.2	October 2020: Develop quality plan and feedback mechanism	EN
7.3	February 2018: Contingency Plan	EN

STATUS:

The outcomes 7.1 and 7.3 were fully implemented and completed in the first project year as well as the quality plan as one outcome of 7.2. However, quality assurance is also a continuous task until the end of the project.

7.1 Quality and Ethics Board set up

For the quality and ethics board 1 member from each partner and 1 external expert were nominated in order to discuss project outputs and implementation as well as ethical issues and standards. The first online meeting of the QEB had to be postponed and finally took place on November 19, 2018. It dealt with the following issues: discussion of feedback report of the first training, quality of outputs and the different culture-bound work processes and approaches.
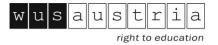
The second QEB online meeting took place on May 6, 2019. During this meeting the project progress, quality of outputs and some measures for the sustainability of the project were discussed. The minutes of both QEB meetings can be found at G-Drive.

The third QEB online meeting is scheduled for November 11, 2019 and will be used to discuss the project progress and the quality management of the project.

7.2 Develop quality plan and feedback mechanism

A quality plan for the entire project and feedback forms and questionnaires were developed in order to evaluate project progress and outputs and can be found at G-Drive. HHU as the internal quality assurance leader developed the quality plan with the support of the FHJ and the external quality assurance partner WUS Austria. The WP leader is continuously working on the internal quality assurance and also evaluates all meetings accordingly. In the second project year the trainings in HCMC, Phuket and Chonburi have been evaluated; the evaluation feedback reports can be found at G-Drive. Also, the QA interim reports by the

internal (Haaga-Helia University) and the external (WUS Austria) evaluators can be found at G-Drive.

7.3 Contingency Plan

A contingency plan (as part of the quality plan) was developed in the first project year in order to identify potential risks and to provide alternative measures to avoid delay.

Recommendations/Reminders concerning reporting:

- All partners should take quality assurance seriously; also it is important that every partner takes part in the scheduled QEB online meetings in order to discuss the project progress and potential problems.

Immediate corrective Actions necessary? *(If "yes" clarification follows)*	Yes ☐	No ☒

WP8. Project Management

Timeframe: M1 – M36

Activity leader: FH Joanneum (FHJ)

Project management activities: FHJ with the support of all partners

Short description:

The main objective of this WP is to ensure that project activities are executed according to work plan and according to the allocated budget. Moreover, regular reporting is very important in order to track and review project progress.

The following milestones are defined in the proposal:

	Deadline / Title	Language/s
8.1	October 2020: Project management and consortium meetings	EN
8.2	October 2020: Regular reporting	EN
8.3	January 2018: Partner contract development	EN

STATUS:

The outcome 8.3 was finally completed with a 6-month delay still in the first project year. The outcomes 8.1 and 8.2 are continuous tasks until the end of the project.

8.1 Project management and consortium meetings

The coordinator FHJ developed a project management handbook which gives a detailed description of work packages, the project GANTT chart, the main responsibilities of all partners, the suggested timetable for meetings and events, reporting deadlines and an overview of the final budget. The handbook is also available on G-Drive.

A management board (one member of each partner) has been established to supervise project activities carried out in each higher education institution and to discuss next activities and outstanding issues during the consortium meetings. The first online Management Board Meeting took place on November 6, 2018.

Another important point in this WP is that there is one local coordinator in each partner country – one in Thailand and one in Vietnam – that acts as first contact point for the coordinator FHJ. In Thailand the local coordinator is the Prince of Songkla University and in Vietnam the Hue University.

Three planned partnership meetings were held in the first project year (Graz/AT, 02/2018; Hue/VN, 10/2018 and HCMC/VN, 12/2018).

In the second project year three more planned partnership meetings took place in Phuket/TH, 01/2019; in Pattaya/TH, 03/2019 and in Chiang Mai/TH, 03/2019.

Representatives of all partner organisations participated in the meetings. The meetings are mostly well documented on G-Drive.

For details concerning the documentation of the meetings see the table below:

Plan	Actual Date	Participation	Agenda	List of participants	Further documentation
Kick-off Meeting, combined with study visit	Graz/AT, 27/02/-02/03/2018	All	OK	OK	Agenda, presentations, pics, task list, evaluation report
1st Training, combined with Interim Meeting	Hue/VN, 01-05/10/2018	All	OK	OK	Agenda, presentations, pics, evaluation report
2nd Training, combined with 2nd Consortium Meeting	HCMC/VN, 11-14/12/2018	All	OK	OK	Agenda, presentations, task list, evaluation report

3rd Training combined with interim meeting	Phuket/TH, 21-25/01/2019	All	OK	OK	Agenda, presentations, task list, evaluation report
4th Training combined with interim meeting	Pattaya/TH, 25-29/03/2019	All	OK	OK	Agenda, presentations, task list, evaluation report
3rd Consortium Meeting	Chiang Mai / TH 12-14/06/2019	All	OK	OK	Agenda, presentation, task list, evaluation report

8.2 Regular reporting

Reporting templates and guidelines were developed by the coordinator in the first project year and are still available at G-Drive. Documents related to financial management are not uploaded to G-Drive since the coordinator FHJ would like to respect the data protection of all partners. Also the interim report to the EACEA was handed in as planned.

8.3 Partner contract development

FHJ developed partner contracts to legally clarify the responsibilities of all partners and the coordinator. In these contracts financial aspects were clarified and payment modalities explained. All signed partner contracts can be found at G-Drive.

Recommendations/Reminders concerning reporting:

- In general it is important that all partners keep the set deadlines, prepare all documentation that is necessary for the project progress and also upload all relevant documents to G-Drive.

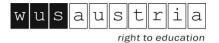| Immediate corrective Actions necessary? *(If "yes" clarification follows)*	Yes ☐	No ☒

Summary and recommendations

At the moment the activities within the project TOURIST are delayed. The project implemented the human capacity trainings and internal workshops. However, the purchase of the equipment and hence the opening of the competence centres has been delayed. This means that the consortium has to work hard on catching up the delay and finish the purchasing procedure as soon as possible.

The project activities overall seem well managed thanks to the clear work programme and the detailed task lists which provide a good overview of deadlines; and personal e-mail reminders help to communicate with work package leaders/all partners. However, there is still room for improvement regarding the timely communication and the prompt reaction to changes. For the last project year, the individual partners have to make a strong effort so that the project outputs are delivered according to the work plan.

In the following the specific recommendations/suggestions mentioned above are summarised again:

- **WP2:** Translations of trainings 3-4 into Thai are still missing;
  Documentation of one workshop at Kasetsart University is missing.
- **WP3:** Technical Needs Identification by USSH Hanoi has to be uploaded to G-Drive;
  Finishing of purchasing process by the respective partner universities;
  Roll-out test reports by the respective partner universities (except Payap University).
- **WP4:** Confirmation letter and prolongation statement of Prince of Songkla University has to be uploaded to G-Drive;
  All business plans (except Hue University, Burapha University and Payap University) have to be uploaded to G-Drive;
  The remaining three partners have to work hard in order to be able to operate their competence centres until December 10, 2019.
- **WP5:** The knowledge transfer platform has to be finished.
- **DISS:** 2nd dissemination report from USSH Hanoi; 3rd dissemination report from USSH HCMC; improved maintenance of the project website.
- **QA:** It is important that one member of each partner takes part in the scheduled QEB online meetings.
- **PM:** Partners have to prepare all relevant financial reporting until the deadlines given. When it comes to document management, every individual partner should take care to regularly upload all relevant project documents to the internal management platform G-Drive. It is important that all files are correctly located on G-Drive and that it is ensured that the final versions of promised deliverables are also visible as such.

Please be aware that these recommendations target the whole partnership and not only the management or quality assurance partners. Communication, reporting, contribution in general always need the sender and the recipient. This means that EVERY individual partner, for example, has to update document management on G-Drive or respect deadlines and appointments. Not only the project management can and should act but each individual partner has to make an effort so that the project can be finished successfully.

Since TOURIST is a three-year project, there is still some time to finish the activities. However, it is important that the consortium makes sure that the work packages are implemented according to the project plan – not only content-wise but also in due time – and that all partners work hard on the upcoming activities in the last project year.