CLIMAR

Strengthening research, innovation and knowledge transfer on Climate Change & Tourism in Higher Education Institutions in Latin America

QUALITY PLAN

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1. Introduction

The relationship between tourism and climate change is reciprocal. On the one hand, climate change affects the place, time and nature of tourism (IPCC, 2014), thus adaptation measures are needed; and on the other hand, tourism contributes to climate change, mainly due to air transport emissions (Lenzen et al., 2018) and mitigation strategies are needed. Therefore, addressing climate change is a prerequisite for sustainable tourism (Scott, 2011).

There are many differences in the nature of climate sensitivities regarding tourism. This is due to the complexity and heterogeneity of tourism activity, e.g. the multiple subsectors, the diversity of tourists' motivations and travel patterns and the wide range of market segments (Scott & Limeiux, 2010). Sun, sand and sea tourism is one of the most vulnerable types of tourism (Santos-Lacueva et al., 2017) and the Caribbean and the Mediterranean regions – both targeted by the CLIMAR project - are hotspots that the UNWTO and the UNEP (2008) identify as highly vulnerable to climate change. Even more critical is the case of islands (IPCC, 2014) due to the high exposure and sensitivity of these territories. Mountain areas are also vulnerable to climate change (Pons et al., 2015), noted for winter sports and natural attractions.
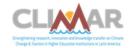
Mexico, Colombia and Panama are socioeconomically dependent on coastal tourism. They are dealing with rising sea levels, beaches erosion, extreme meteorological events, sargasso proliferation and reef bleaching, amongst others (Santos-Lacueva et al., 2019). Coastal tourism is also the most relevant product in the Mediterranean region; Spain and Italy are suffering from, i.e. beach erosion, increased temperatures, heat waves and scarcity of water (IPCC, 2014). Also addressed by this project, examples of climate change threats for tourism in mountain destinations can be found in Argentina, Colombia, Spain and Italy, such as the reduction of glaciers, the decrease of snow precipitation for winter sports, or landslides. The vulnerability of islands to climate change is illustrated by Canary Islands and Ireland (Belle & Bramwell, 2005; Uyarra, 2005), also targeted CLIMAR.

Depending on their contextual peculiarities, destinations deal with tourism and climate change in different ways (Santos-Lacueva et al., 2019). CLIMAR tackles diverse socio-political and physical contexts that require robust strategies concerning climate change and tourism (CC&T). These strategies demand multi-disciplinary, international research-based actions as well as problem-oriented teaching and continuous professional development. Hence, CLIMAR identifies universities from Mexico, Colombia, Argentina, Panama and Europe as primary actors in addressing the CC&T challenges, and as influencers of regional and national strategies.

CLIMAR general objective as how it addresses Erasmus+

The general objective of CLIMAR is to enhance research, innovation, knowledge transfer and continuous professional development in a cross-sectoral way, contributing to the adaptation of tourism activities to climate change and to the mitigation of tourism impacts on climate change.

This clearly addresses the general objectives of the Erasmus+ Call: "to support, through lifelong learning, the educational, professional and personal development of people in education, training, youth and sport, in Europe and beyond, thereby contributing to sustainable growth, quality jobs and social cohesion, to driving innovation". CLIMAR tackles both education and professional development for sustainable growth (in tourism) in partner countries in Latin America, linking them strategically (in their research and teaching) to European universities in Spain, Ireland and Italy.

<u>Background</u>

The interplay of Climate Change and Tourism is extremely relevant in Mexico, Panama, Colombia and Argentina and specifically to the universities included in this proposal. As per national/regional priorities: The Caribbean (which Mexico, Colombia and Panama are part of) is one of the five hotspots that the UNWTO and the UNEP (2008) identify as tourist destinations highly vulnerable to climate change. Researchers have also recognised regional knowledge gaps about tourism and climate change in the Caribbean and South America (Fang et al., 2018; Scott & Becken, 2010), hence making a project like CLIMAR timely.

Mexico was the second country most visited in the Americas (after the US) in 2018 (OMT). Some regions of the country, such as Quintana Roo in the Caribbean, are highly dependent on tourism. This region is exposed to extreme meteorological events, such as hurricanes and storm surges, which may be intensified by climate change (Government of Quintana Roo, 2013; SEMARNAT, 2012). The offer of pristine beaches sometimes misrepresents the reality of severe erosion areas (Buzinde, Manuel-Navarrete, Kerstetter, & Redclift, 2010), which are now even more prone to degradation because of Sargasso proliferation and sea level rise. In main destinations, as for example Playa del Carmen or Akumal, between 2004 and 2012, the coastline eroded by 1.7m/year and 1.68m/year, respectively (SECTUR, 2013). SECTUR (2013) expects a rise of 3.1 cm/year in sea level for the period 1990–2100 and qualifies the physical vulnerability of Riviera Maya as very high. Diving and snorkel

activities attract many tourists every year. Nevertheless, it is possible that the deterioration of the Mesoamerican coral reef will be intensified by climate change and that it will collapse between 2050 and 2070 (IPCC, 2014). This deterioration of the Mexican Caribbean reefs is already leading to biodiversity losses. The Tourism Secretary of Mexico (SECTUR, 2018) assumes that climate change will damage urban areas too. Damages to infrastructure, housing, communication, energy and water supplies are also expected. As such, SECTUR expects the increase of illnesses such as dengue, cholera, malaria, zika and chikungunya.

CLIMAR will strengthen Mexico's policies to deal with climate change and the sustainability of tourism though the university driven research, teaching and professional development. The National Development Plan 2007–2012 included climate change for the first time. This has a much more prominent place in the current plan. In 2012, Mexico approved its Law on Climate Change, which gives states and municipalities the authority to take adaptation and mitigation actions. The Municipal Programs of Climate Action (PACMUN) are now being developed by Municipalities. Other relevant policies are the Strategic Framework of Sustainable Tourism in Protected Natural Areas of Mexico, the Sustainable Tourism Plan 2030 of Quintana Roo and the ADAPTUR Project to implement adaptation strategies in tourism destinations (San Miguel de Allende, Guanajuato, Riviera Maya y Riviera Nayarit-Jalisco). These plans site human resource development and knowledge transfer as key and have updated their visions to account for urgent investments in the tourism sector given the huge impediments of the global health crisis.

In Colombia, the improved tourism offer, prior to the pandemic, has been evident and substantiated by data. Between 2011 and 2017 international tourist arrivals increased 69% and foreign income increased 52%. New employment positions rose 19% and there was a 74% improvement in the number of new business registrations (MinCIT, 2018). In 2017, tourism represented 3.8% of GDP (MinCIT, 2018). However, tourism in Colombia is not only seen as potential for economic development but also as an instrument for pacification of rural areas. This is the case in the Coffee Cultural region, where Tourism is promoted by the national policy to support Rural Community Tourism. Beyond the 8.5 million that went to Bogota DC in 2018, most tourists travelled to Departments in the Caribbean Coast (CITUR, 2020), where Cartagena is located. Nevertheless, the Sectoral Tourism Plan 2018-2022 aims to develop tourism in natural areas (adventure, rural, birdwatching, diving…), cultural tourism, health and wellness tourism and MICE tourism. Tourism in natural areas, including coastal tourism is very vulnerable to climate change. Ecosystems such as mangroves, rainforest, beaches, coral reefs and glaciers are threatened by potential climate change effects. The deterioration of ecosystems is already

leading to biodiversity losses. High risk of floods and landslides in the Andean Departments and Sierra Nevada are expected and there is evidence of glacier reduction (Duque-Escobar, 2008).

CLIMAR will increase the adaptation capacity of Colombian tourism by improving research, knowledge and training. CLIMAR is premised on national strategies such as the National Adaptation Plan to Climate Change (PNCC), the Law to manage climate change (1932/2018) and the Development Strategy with Low Emissions and the Sectoral Tourism Plan 2018-2022. Given the setbacks of the global pandemic to the tourist sector in Colombia, a project like CLIMAR is extremely timely.

Argentina is the most visited country of South America. Tourism contributed 10% GDP and 9.4% of employment in 2018 and the tourism GDP increased twice a much the general GDP of the country (WTTC, 2019). The government aims to develop the tourism sector according to the Federal Strategic Plan of Sustainable Tourism 2025. This Plan considers eighteen ecoregions, linked to the environmental value and diversity of the country. Argentina is divided into six tourism regions (North, Littoral, Cuyo, Centre, Buenos Aires and Patagonia) which represent a wide variety of offer, natural resources and climates, and consequently different sensitivities to climate change. The increase in temperature is expected in all regions (SADSN, 2015). In the North and Central regions, more intense and frequent precipitation may generate floods and landslides. However, in Tucumán, La Rioja and Catamarca, there will be drought periods. In the Littoral and Buenos Aires regions, hotter springs and summers will increase electricity and water consumption and illness such as dengue and chikungunya will grow due to more humidity. In the Cuyo region, snow precipitation for ski will decrease and floods are expected in Mendoza and San Juan, where wine production will be also affected. In Patagonia, the increase of temperatures will reduce glaciers and more fires are expected, especially in Nahuel Huapi area (SADSN, 2015).

CLIMAR, via reinforcing university research and teaching capacity, will subsequently reinforce tourism activity in Argentina with sustainability, adaptation and resilience. This is made possible through research, knowledge and transfer to all stakeholders implicated. Argentina has already developed some policies and instruments that will be supported by CLIMAR, such as the Federal Strategic Plan of Sustainable Tourism 2025, the Sustainable Tourism Observatory of Mendoza, the National Plan of Adaptation and Mitigation to Climate Change and the National Inventory of Green House Gases.

Finally, in Panama, Tourism is worth 7 billion dollars, more than the income of the Panama Canal and the financial sector. It is for this reason that it is of top importance in the growth strategy of the country. Concerns regarding sustainability and biodiversity are also raised, and public and private sectors are investing sustainable and innovative projects, within the framework of the Panama Invest in Tourism forum, organised by Forbes Latam in collaboration with the Panama Tourism Authority and ProPanama. The role of universities in providing relevant research and training has become acutely evident, which is why CLIMAR could make a considerable contribution to the linkage of the higher education and economic sectors in Panama, while underpinning efforts to combat climate change.

2. The Objectives

CLIMAR has the following 4 objectives:

1. Support the creation of transnational and multidisciplinary research groups specialized in CC, Circular Economy & Tourism (CC&T), among HEIs from EU and LA and reinforce their capacities to increase regional knowledge on CC&T
2. Promote research-based collaborative teaching in CC&T, via the development of a transversal study module that can be inserted in different courses at the postgraduate level.
3. Enhance university-NGO-industry-public administration knowledge transfer so as to contribute to sustainable development and new employment opportunities, via a professional development course in CC&T
4. Ensure sustainable academic relations and strategic partnerships among HEIs from EU and LA, based-upon multi-disciplinary approaches

3. Management Structure

In order to structure the project management and communication strategy, the management will be driven by a Project Management Team (PMT). The PMT will be the technical implementation branch of the project, oversee finances and report directly to the Steering Committee. ULPGC, as the overall project coordinator, will coordinate this team, alongside OBREAL/GLOBAL -with its experience with international cooperation projects – and ASCUN, with experience in managing E+ projects in Latin America. The PMT members will assume administrative and financial tasks, ensuring the timely delivery of reporting and also ensuring that results of events, project monitoring and

dissemination tools are well communicated, implemented and understood by all partners. The PMT will work at a distance using Zoom; whenever it is necessary online meetings and videoconferences will be scheduled. They will have project management tools which will be used for communication, posts, sharing documents and scheduling calls (WhatsApp, Teams, Zoom etc.).

The PMT will also prepare a risk management strategy, which will be approved by the EC.

The PMT will report to and prepare the Steering Committee (SC), which will meet virtually once every 5 months, to review progress, revise the work plan and take strategic decisions. The SC will have one representative from each partner, ensuring equitable participation in decision making.

4. Rationale for Quality Management Plan

Quality, monitoring, planning and control

Quality monitoring of the project is a shared responsibility of all partners yet will be mainly structured and guided by a "Quality Committee" (QC) consisting of OBREAL GLOBAL, UNCuyo and led by UCALDAS and UA. These partners have extensive experience in quality monitoring tools and in E+ CBHE projects. UA has designed the quality monitoring tools for other projects and has a long track record of quality assurance and project management in Latin America. The duty of the Quality Committee is to monitor and evaluate the project's outputs, utilising Quality Monitoring Tools, that will entail a set of indicators and benchmarks, consistent with the log-frame. The committee will communicate regularly with the PMT and SC, providing them with updates on quality monitoring activities. As part of the quality plan, there will be specific indicators per workpackage as well as tools to support the quality assessment of the Continuous Training Curricula Development Team and the joint curricula development team (WP3 an WP4). In order to assess the partnership dynamics, management and communicate, an annual partnership survey will be conducted by the QC, which will provide an analysis of the partner's perceptions and make recommendations for enhancement to the SC. In addition, the Quality Committee will draft the terms of reference for the "External Evaluator" who will conduct a comprehensive external evaluation starting in the second year of the project. This is deemed as important way to generate feedback on the project's

management and outputs from an external professional perspective, and to generate suggestions for how the project can be enhanced in its final year and how results can be sustained. The expert will be tasked to write an intermediate report and a final report, assessing the indicated objectives, methodologies and outputs. This will be based on a review of documentation, interviews with partners and attending 1-2 meetings. The evaluation will be finished in the beginning of the final project year, to allow the project consortium time for improvement and adaptation. It will be shared with the EACEA. In the final report to the EACEA, the CLIMAR partners will clearly state how the external evaluation recommendations were used and applied.

Evaluation indicators (quantitative and qualitative)

As part of the Quality Plan, indicators will be defined per workpackage, activity, milestone, and deliverable, both qualitatively and quantitatively as appropriate, and indicate baseline and target values where appropriate. They will include:

For Management

o   Frequency of PMT communications and time efficiency in conflict resolution

o   Usage of WhatsApp, Teams, Zoom or other Project Management Platform

o   Signing of Consortium Agreement

o   Frequency and quality of communication with the EC

o   Timely delivery of progress reports from partners

For the joint research groups:

O Inclusivity of transnational and multidisciplinary research groups specialised in Climate Change, Circular Economy & Tourism (CC&T)

o Robustness and diversity of partners involved in the research-based collaborative teaching in CC&T content and material development

o Internationality of sources and materials

o Evaluation of educational training activities

o For Events and training activities:

o Clearly defined objectives or indicators/ clear understanding of participants of objectives and

For events and meetings:

O Criteria for selection of participants in project events and development activities, considering diversity of functions, sectorial representativeness, and gender.

O Feedback/evaluation collected from events and activities/ Value add of physical meetings were appropriate

o KPI related to each event/meeting such as: number of on-site attendees, number of attendees connected on-line, etc.

Dissemination strategy

O Robustness of project outreach and dissemination lists to different stakeholders

O National dissemination strategy for the LA partner countries

O National dissemination strategy for the EU partner countries

O Project dissemination targets via social media, digital media strategy and hits

O Project Website updates and hits

O Promotional Video for the project

O External Assessment of the project regarding efficacy of dissemination plan

These indicators will be revised and further elaborated by the QA at the project inception. Baseline values will be assigned where quantifiable. They will be structured according to work package and available in an online monitoring tool embedded in the project management platform.

As per timing and frequency, the following different modes of evaluation and monitoring will be conducted in the following way:

1) Progress reports, guided by templates for monitoring indicators: These will be filled in via an online tool, linked to the Slack platform/project management platform, and serve to ensure that the project is meeting the agreed indicators, while cross-checking the engagement of different partners. Partner will fill these in every 6 months. All partners will be engaged. The input will be channelled through the staff member in the PMT, who will liaise with the involved faculties, admin staff and Communication departments.

2) Periodic online questionnaires on the satisfaction levels of the multidisciplinary research groups specialised in Climate Change, Circular Economy & Tourism (CC&T) by the LA institutions as well as the Continuous Professional Development Team That will be established.

Th QC will synthesize information provided on the above into a semestrial report, which will be discussed by the SC. Corrective measures will be decided by the SC as appropriate and also reflected in the reporting to the EACEA.

The External Evaluator will accompany the project in parallel, as provide an external perspective on the multidisciplinary research groups specialised in Climate Change, Circular Economy & Tourism (CC&T) and on the project management. This person or

team will be contracted in Month 6 and operate against Terms of Reference. He/she will provide a specific review of the main outcomes of the project, attend at least one Partnership Meeting and deliver an intermediate and a final report with recommendations for the project enhancement. The intermediate report will be delivered by month 18 and the final report will be delivered by month 30, allowing the partners to focus on implementing the recommendations related to sustainability in the final Months.

5. Monitoring, Evaluation and Quality Control / Assurance / Enhancement

5.1. Quality control and tools

Within the CLIMAR Project UNCUYO and OBREAL GLOBAL have the responsibility for the Quality Plan. This includes a Handbook that sets out the Rationale for the Quality Management approach, a series of Quality Management Indicators for monitoring the project progress, defining in the Quality Management Report Templates that will be the main approach to evaluating and quality assuring the progress and outcomes of the Project defined in the indicators therein.

The quality control of the Project will be completed with the regular PMT meetings, annual SC meetings, and the external evaluation reports conducted by the external evaluators.

Therefore, the two main tools defined by the Quality Plan of CLIMAR Project, the set of indicators and the Quality Management Report Templates (QMRTs) defined for each Work Package, will also provide the range of the (self-)control of the tools designed by the Project.

The Quality Management Indicators (QMIs) are defined against each of the 4 objectives (SOE) of the CLIMAR Project and breaking down in the different WPs across the wide range of Activities/Outcomes defined throughout the Project. The indicators are based on the project's Logframe and the project description.

This two-tier matrix allows a quick and easy look to the particular achievement of each SOE defined by the project with regard to every single WP the SOE is related to, based on its various activities/outcomes set up by the Project.

This practical display to the particular achievement of the Project's SOEs through its various WPs, allows a sort of a quality-control-at-first-sight which favours identifying the general progress of the Project according to its time-frame in terms of objectives on the one side, or identifying deviations in the fulfilment of the different WP's outcomes on the other. This tool proves to be an important mechanism for both quality assurance and Steering Committee's purposes of enhancement and achievement respectively.

Obviously, any detailed account on the progression and achievement of the outcomes of a particular WP should be checked more thoroughly through the particular analysis of its Quality Management Report Template, which will be commented immediately below.

The Quality Management Report Templates (QMRTs) involve intermediate and final self-assessment by each Work Package of their achievements towards their specific deliverables and finally will provide an overall view on the project outcomes. The QMRTs are supported by Guidelines to ensure most effective (and efficient) self-assessment and monitoring. The Quality Management Plan, along with the necessary supervision led by the PMT's meetings, will allow checking that data is collated from each Work Package at appropriate times to ensure that any necessary improvement cycle can be implemented, and any enhancement opportunities can be shared without delay.

The QMRTs should be completed by each WP's leader(s) in charge to evaluate their progress, on a time basis appropriate to the delivery of their anticipated outcomes, and (if necessary) additionally at any specific deliverable date(s).

The common QMRT for each Work Package will ensure self-evaluation of its progress and will include:

i)   On-going progress of the specific WP to its general progression and Outcomes. Progress against anticipated outcomes will be self-assessed as either 'fully achieved', 'partially achieved' or 'further work required' with opportunity to provide supporting evidence and/or commentary.

ii) On-going progress of the specific WP to its Deliverables. Progress against anticipated outcomes will be self-assessed as either 'fully achieved', 'partially achieved' or 'further work required' with opportunity to provide supporting evidence and/or commentary.

The QMRTs will be evaluated by the PMT to ensure the "Commitment of partners to the QM plan and [their] continuous improvement through the improvement cycle plan- do – check – act – plan". If necessary any delays or shortcomings will be clearly identified and discussed with the specific WP leader a view to constructive improvement in development and/or implementation.

Importantly, the PMT will ensure that any identified opportunities / possibilities for enhancement will a) be communicated to all partners and b) have their potential maximised for the Focus Groups and any subsequent Outcomes.

The final version of the Quality Management Report Template asks for comment from each Work Package leader concerning their contributions to the overall Project Outcomes, particularly with regard to: i) Target Groups, ii) Expected impact, iii) quantitative indicators, and iv) the qualitative indicators, as identified in the initial application. It is anticipated that these QMRTs will provide the evidence base to inform the Final Report and substantiate its Conclusions and Policy Recommendations.

5.2. Quality control, reporting, and enhancement

The time-frame of the Project CLIMAR is an essential point of reference to be aligned to the particular progress of the different WPs and activities deployed in the Project. The QMRT should always be checked against the overall chronogram of CLIMAR showing the start times and durations of the various WP to ensure a correct implementation.

This time frame will also allow bearing in mind the various "Interim Reports" which have to be "fed" with the achievements and outcomes derived from the different activities and deliverables reached and produced.

Each QMRT can also act as a sort of a "self-evaluation report" of the WP on its progress against its stated aims and objectives. Rather than being 'open-ended' and potentially time consuming, QMRTs have a strong potential for each WP to self-evaluate its progress towards its Tasks and

Deliverables underpinned by the "fully achieved/partially achieved/further work required", with the opportunity to provide summary evidence to support its self-evaluation outcome.

The QMRTs also provides for interim commenting on

- Leadership (of the WP)
- Continuous improvement (next steps to take and comments)

Clearly, should there be any significant problem at an interim reporting stage then this will need to be identified and, in the first instance it will be for the WP to implement any remedial actions required to bring the WP back 'on track'.

In all cases each WP returns its QMRT to the PMT where progress will be noted and integrated with the work from other WP. It will be for the PMT to identify any potential emerging synergies and/or mismatches between anticipated and actual progress and inform the Quality Management Plan Team accordingly.

Whilst the Quality Management Plan does not envisage any major problems within the Project, should any significant or potentially significant problem arise outside of the normal Reporting cycle it is the responsibility of the WP to bring this to attention –returning it to the PMT who will take the necessary account of the event.

3.3. Final Reporting from individual Work Packages

Each QMRT provides for a Work Package to identify:

A) Contribution to Project Outcomes
B) Engagement with other partners responsible for actions in the WP
C) Impact
D) Factors contributing to the WPs outcomes and (in particular) any enhancement opportunities

QMST provides for each Work Package to identify the specific contributions of each Work Package to the overall results of CLIMAR, with specific regard to the pre-identified information shown by the QMRTs (Tasks, subtasks, responsible, progress towards tasks) and, perhaps more

significantly, its Next steps to take and comments which give room for recommendations and conclusions.

Since each WPs has its own implementation "rationale" throughout the Project where different "starting and completion dates" are combined, a short implementation account from each WP on a year basis should be very useful in order to strengthen the coordination of the external quality assurance mechanisms of CLIMAR. Such account/report could state explicitly the state-of-the-art of the development of the WP allowing delays or incidents to be identified and explained accordingly. The first reports will be due at the mid of 2022. For those WPs whose starting date has not yet begun a "Not Apply" note would be enough to show its current situation.

The whole document with the short accounts works as a simple but powerful tool for internal quality control and assurance as well as enhancement, without introducing any extra and burdensome tasks to the WP leaders.

Each WP will be responsible for returning to PMT its QMRT. PMT will co-ordinate and integrate the information retuned and provide the Project will a Report on these outcomes (and supporting evidence). This internal Report will provide the bases for the substantive Report that will conclude the CLIMAR Project.

Although not specified as a 'deliverable' in the initial application, it is anticipated that on-going monitoring by PMT and the feedback and, where necessary, advice provided, could form the basis of a final QMP Report that may be a constructive addition to the Project Outcomes. Regardless the particular report submitted by the external evaluator as established in the proposal of the Project and in the Terms of Reference defined in Annex III.

Annexes

I - Quality Management Indicators

II – Quality Management Report Template

III – Evaluation of activities

IV –Terms of Reference for the External Evaluation of the Project

RESUMEN NARRATIVO	INDICADORES VERIFICABLES	MEDIOS DE VERIFICACIÓN	Responsable(s)	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Productos (entregables)															
1.1 Directrices y herramientas de gestión			ULPGC, OBREAL	■											
1.2 Estrategia de gestión de riesgos			ULPGC, OBREAL	■											
1.3 Plan de Calidad			UCC/UCALDAS	■											
1.4 Informe de evaluación externa			UCC/UCALDAS						■						■
2.1 Informe resumido de las encuestas de percepción			ASCUN	■											
2.2 Informe de las mesas redondas nacionales con actores interesados de la industria			Un socio por país de Latinoamérica			■									
2.3 Informe de orientación			ASCUN	■											
3.1 Creación de grupos de investigación multidisciplinares			Supervisión brindada por ULPGC			■									
3.2 Plan de trabajo y esquema de financiación para la investigación colaborativa			(Sin información)				■								
4.1 Contenido del programa del módulo de estudio			ULPGC/UQROO	■											
4.2 Informe de evaluación del módulo de estudio			Todas las universidades socias de América Latina									■			
5.1 Contenido y materiales del curso de formación			UNMDP + UA	■											
5.2 Informe del curso de formación y plan de sostenibilidad			UNMDP + UA												■
6.1 Informes de eventos del Diálogo Industria-ONG-Híbrido			UNMDP/OBREAL Global	■											
6.2 Sitio web del proyecto			OBREAL Global/ULPGC	■											
6.3 Libro académico sobre CC&T				■											

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Annex II - QUALITY MANAGEMENT REPORT

WP No.		WP Title				
WP Leader		Start Date		End Date		Date of Reporting

WP No.	Task	Sub-Tasks	Responsible	Completion Date	Progress towards task[1]	Please provide more detailed information regarding the progress (eg. List risk and challenges you faced etc.)

Deliverables / Outcomes

WP No.	Outcomes	Tasks	Responsible	Completion Date	Progress towards task	Next steps to take and Comments

1 Fully achieved – partially achieved – further work required – adaptations required

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WP No.	Outcomes	Tasks	Responsible	Completion Date	Progress towards task	Next steps to take and Comments

WP No.	Outcomes	Tasks	Responsible	Completion Date	Progress towards task	Next steps to take and Comments

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Annex 3

OBREAL Global

ULPGC · UNIVERSIDAD DE LAS PALMAS DE GRAN CANARIA

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Version 1.0

Evaluation of Training Event

Dear Participant,

Thank you for attending this event. We invite you to complete the following questionnaire. We appreciate your valuable contribution and we thank you in advance!

Sex	Female/ Male/ Other
Country	
Years of experience in education	
The present professional position	Teaching/ Research/ development/ Leadership/ Other

Please evaluate the following aspects according to this scale:

- **NO (Not Observed)**
- **NI (Needs Improvement)** = Performance is less than expectations
- **S (Satisfactory)** = Performance meets the expectations
- **G (Good)** = Performance exceeds the expectations
- **E (Excellent)** = Performance exceeds the expectations significantly higher

	NO	NI	S	G	E	Your comments or suggestions for improvement
ORGANISATION						
Timely delivery of a structured training programme						
Clear training objectives						
Pre-identified sources and materials needed for the training						
INSTRUCTOR(-S)						
The specialist in his/her field/discipline						
Teaching skills/expertise						
Involves participants in training and active participation						

	NO	NI	S	G	E	Your comments or suggestions for improvement
Timely and fast response to participants needs						
Sharing the practical experience						
Draws on the best examples from the previous projects, activities, etc.						
Checked participant comprehension/questioning						
Clarified/amplified important points						
TRAINING CONTENT						
Well organized and structured						
Appropriateness of training topics						
Instructional quality of training material						
Quality of visual aids						
Relevance with my professional profile						
METHODOLOGY						
Approach applied supported my learning						
Balance between theory and practice						
The use of innovative teaching methods						
Time for training						
Effective training environment						
EXPECTATIONS						
Learning objectives achieved						

	NO	NI	S	G	E	Your comments or suggestions for improvement
Improved skills and competences						
Applying learning content to professional practice						

What aspects of the program did you find most interesting?

_____

Please provide any additional comments, ideas or recommendations you may have.

_____

Strengthening research, innovation and knowledge transfer on Climate Change & Tourism in Higher Education Institutions in Latin America

Annex IV: Terms of Reference for external evaluation

About CLIMAR

Climate change (CC) is an structural phenomenon which has severe and irreversible impacts. Tourism has received increased attention as a high-energy and often environmentally destructive sector, significantly contributing to the pollutants that are causing CC. This is particularly true in many LA countries, where tourism is of undisputed importance for employment generation. This sector must adapt, as must the research, teaching and training associated with it. HEIs have a role to play in innovating curricula related to tourism, so that it addresses CC needs and proposes dynamic solutions that graduates can bring to market. HEIs also have a role to play in continuous professional development, as most tourism professionals need upskilling to best address the changes in the sector caused by CC. CLIMAR aims to link inter-disciplinary research, innovation & knowledge transfer to HE curricular development and continuous professional training, so as to prepare the tourist sector to best face climate change and to mitigate its impacts, making the circular economy a crucial policy in any tourist destination. ; This will allow generating and promoting tourist services that adapt to changing situations, creating a flexible and diversified business fabric, under an economic model characterized by resilience, human well-being, social equality, the reduction of environmental risks and proper management of the waste generated, thus helping to maintain the competitiveness of the tourist destination. Tourist preferences are increasingly defined by those destinations with climate change control and mitigation policies, where the circular economy strategy is promoted. It targets specifically HEI in Colombia, Panama, Argentina and Mexico and has the following specific objectives

Support the creation of transnational and multidisciplinary research groups specialized in CC, Circular Economy & Tourism (CC&T), among HEIs from EU and LA and reinforce their capacities to increase regional knowledge on CC&T

Promote research-based collaborative teaching in CC&T, via the development of a transversal study module that can be inserted in different courses at the postgraduate level.

Enhance university-NGO-industry-public administration knowledge transfer so as to contribute to sustainable development and new employment opportunities, via a professional development course in CC&T

Ensure sustainable academic relations and strategic partnerships among HEIs from EU and LA, based-upon multi-disciplinary approaches.

CLIMAR addresses the need to enhance interdisciplinary research capacities in the partner countries and universities by presenting a multi-faceted methodology, premised upon the link between teaching, research and professional development. This approach not only helps the partner universities to develop and internationalize their research in two key fields- Climate Change and Tourism – but links this research to teaching, knowledge transfer and professional development of those in the private and public sectors, hence reinforcing the role of universities in society.

The project design thus takes a three-pronged approach:

1)   Constituting inter-disciplinary research groups for CC&T across the partner and associated partner universities.

2)   Connecting this research to the development of a study module on CC&T for doctoral

and postgrad students

3)   Connecting the research and the experience of the study module to the development of a professional development course, provided by the partner universities for professionals in the tourist sector and public authorities.

In this respect, the CLIMAR work package structure and methodological approach are designed in a way that certain Workpackages will run in parallel and reinforce one another: Multidisciplinary research groups established in WP2 will set research goals and undergo training, while at the same time supporting the interdisciplinary teams that will be developing a post-graduate study module for CC&T (WP3) and a short training course for professional development (WP4). High attention will be paid to involving local industry and public sector partners in all aspects of the project, via an initial 'Perceptions Survey' (WP2) and then subsequently in the module/course curricula design (WP3, 4) and testing. WP5, for example, will directly target current employees of the public and private sector. These activities will be underpinned by a dynamic management structure and Quality Committee, which will implement the quality monitoring tools and indicators. The dissemination strategy will be underpinned by a project website and social media campaign. Reinforced by the university associations participating in the project, the dissemination strategy will enable a wider sectoral impact in terms of generating awareness for CC&T strategies and the role of universities.

The concrete results expected are:

1.   Multi-disciplinary research groups of trans-sectoral research concerning CC&T: Adaptation, Mitigation, Coastal Management, Health, Water Management, Risk Management: The groups will not only develop concrete working relationships which with lead to innovative, transdisciplinary research, but will contribute to informing the development of the teaching module and professional development course on T&CC. The groups will be active during the life of the project, generating new ideas, publications and other outputs as they evolve. These groups will publish publication collectively and be maintained beyond the project lifetime. They will also be expected to develop a financial plan, aimed at generating other sources of funding for collaborative research.

2.   Study module on "Climate Change: adaptation and mitigation of tourism activity and impacts on tourism for Latin America", for postgraduates/doctoral students. The module will present the latest trends and research, citing specific cases and examples from the partner countries and regions in the project. The module can be freely applied as an elective or a requisite course, with the understanding that different universities have different stipulations for the taught portions of their PhDs. It will be in Spanish and have a distinct Latin American focus, which will be one of its unique attributes. Each partner university will pilot it in an existing programme and generate feedback on it. The module will then be integrated into each university graduate study offer, according to need, interest and feasibility. It will be positioned as an important 'transversal' source of information for post-graduate/PhD studies contemplating a research career in CC&T or intending to work in industry.

3.   A short training course for professionals and civil servants: A Continuous Training Development Team – CTDT - will be nominated, comprised of five teaching staff members of

the partners, each representing a different specialisation and each also having background experience in working with industry or civil services in the tourism or climate change sector. They will propose a course length and highlight a number of issues to be considered by the partner's universities in the delivery of the course. They will use the results of 2.1, the Perceptions Survey and 2.3, the national stakeholder round tables, to then develop a syllabus that provides an introduction to the key components of CC&T and also provides questions regarding the challenges of managing CC&T in different contexts. The course will include case studies from different countries, regions and industries. It will be developed in Spanish. The CTDT will provide a list of resources and also highlight the learning outcomes of the course and the time required to complete it. The course will be piloted by each partner country university is cooperation with a local industry of public administration partner. After completing the pilot implementation of the Professional Development Course, the partner country universities will assess the student/partner (industry or civil) servant satisfaction, generate feedback from the faculty members that have taught the course and deliver a short report to the SC. This will provide feedback on the course content in general, how it was received, the profile of the professionals that participated in the course, etc. It will also provide a clear plan for the sustainability of the course, include how it will be integrated into the existing continuous education offer, if it will be accredited in the future, if it will be based on fee generation, and the faculty involved in its delivery going forward.

4.   Publication of academic book on CC&T: As a result of the research conducted in WP2 via the multi-disciplinary research groups, a project publication will be produced as an open source document, published online. It will contain articles produced by the research groups as well as major findings from the project in the areas of teaching CC&T and professional development. The publication will be in Spanish with and executive summary in English. It will be coordinated by OBREAL and UCaldas and edited by ULPGC. The publication will be widely disseminated across the different academic channels of the partner universities and featured at conferences in which partners participate.

Aspects to be assessed by the external evaluator

The evaluation should assess the quality of the project and develop recommendations for its sustainability. Three main elements will be analysed by the external evaluator.

1.   Results of each WP:

The external evaluator will assess the deliverables associated with each work package. He will find the list in the CLIMAR project description (Annex I) that he will be provided with.

2. Partnership Dynamics:

Analyse the partners' satisfaction with project structure/ units, internal communication and communication tools within the partnership, transparency, access to information etc.

3. Impact of the project

The evaluation shall concentrate on the positive and (if applicable) negative changes produced by CLIMAR for its target groups (participating organisations and stakeholders). It will assess how the project benefits the target group at local, regional, national and/or European level. The assessment concentrates on both intended and unintended results and must also include the positive and negative impact of external factors.

Proposed methodology / Work Plan

- ✓ Review of all relevant project materials and reports (e.g. project description- annex I, Grant Agreement, Interim reports, Reports of WP Leaders / Quality Management Reports, minutes of partnership meetings.
- ✓ Send Online questionnaire to all partners
- ✓ Interviews with the partners for additional clarifications to the questionnaire and/or feedback the partners would like to share.
- ✓ The analysis of the questionnaires, interviews and project documents will be included in the Final report together with a set of recommendations.
- ✓ Study visits to the participating HEI in the WBC to
- ✓ Final report: The final report will provide recommendations for the sustainability of CLIMAR, identify key lessons and propose suggestions for possible follow-up actions.

The report will be discussed in the 3rd project year, in the context of PMT and Steering Commitee meetings. The main results and lessons learned will be shared with the partnership.

Reporting Requirements

The evaluator will submit the following reports:

- Interim report of maximum 3 pages to be produced after the desk research phase and interviews of the evaluation (September 2024). It should indicate any remaining questions to be explored and potential foreseen difficulties in conducting the evaluation. First observations on the project should be noted.

- Draft final report (of maximum 10 pages). Besides answering the evaluation questions, the draft final report should also synthesise all findings and conclusions into an overall assessment of the project. The Draft final report should be submitted to OBREAL Global by January 2026.
- Final report incorporating any comments received from the concerned parties on the draft report, to be presented within 3 weeks of the receipt of these comments and prior to 1 April 2026.

Evaluator work plan and timetable

The dates mentioned in the table may be changed with the agreement of all parties concerned.

Activity	Place	Duration	Dates
Desk Phase Preparation and interviews-submission inception report	tbc	6 days	October 2023 – April 2024
Field Phase Travel (included in the fee) Subsistence (included in the fee)	Tbc	8 days	October 2023 – December 2025
Synthesis Phase Drawing up draft final report Distributing report to OBREAL/ULPGC for comments Finalization of report	tbc	6 days	January 2026
TOTAL		20 working days	*Flat Fee: 4.500 Euros*

Remuneration

The evaluator will be paid a flat rate of 7.500 € (including travel and subsistence for the field phase). 3.000 € will be paid after the Desk phase once the interim report has been delivered.

According to Spanish law, only non-residents who present a Certificate of Residence for Tax Purposes from one of the countries with which Spain has signed a **Convention on Double Taxation** are exempt from paying the Non-Residents' Income Tax (19% - 24%). The Certificate of Residence for Tax Purposes must be issued by the competent local Tax Authority. It should state explicitly that the taxpayer is a fiscal resident in the sense defined in the Convention. The certificate will be valid for a maximum of one year from the date of issue.

Payment

The first payment (50% of the total fee) will be made within 30 working days after the submission by the evaluator of all required documentation:

- Copy of the evaluator's passport/ID
- Complete bank account information (Account Holder, Account Number/IBAN, SWIFT/BIC&Bank Address)
- Full contact address
- Certificate of Residence for Tax Purposes issued by the local tax authority (optional)
- Invoice/payment request

The final payment (50% of the total fee) will be made within 30 working days after the submission of the evaluator's final report. The payment method will be a bank transfer. The Evaluator will assume charges linked to any such payments.

Travel & Accommodation expenses

The evaluator should at least attend two project meetings (online participation is possible), the travel and accommodation expenses are to be covered by the expert with his/her fees (Art. 5)

Health and Travel Insurance

It will be the responsibility of the evaluator to ensure he/she has adequate health and travel insurance coverage for the duration of the service. OBREAL Global and IBU will not cover any loss, injury, damage or legal liability caused by, sustained, or arising directly or indirectly from: War or warlike operation, invasion, act of foreign enemy, hostilities (whether War has been declared or not), civil war, rebellion, revolution, insurrection, mutiny, riot, civil commotion, conspiracy, military or usurped power, martial law, or state of siege; or any of the events or causes which determine the proclamation of or enforcement of martial law or state of siege, seizure, quarantine; or customs regulations; or nationalization by or under the order of any government or public or local authority; Pandemic crisis; Acts of Terrorism; Intentional use of military force to intercept, prevent, or mitigate any known or suspected Terrorist Act; Natural disasters or meteorological phenomena, including but not limited to snow, storms, hurricanes, earthquakes, tsunamis, tornados, heavy rain, avalanches, mudslides, volcanic eruptions, floods, blizzards, droughts, heat waves, wildfires, or strong wind.

Disclaimer

All actions, opinions and activities expressed or conducted by the Evaluator are at his/her sole responsibility and OBREAL Global and ULPGC are therefore not bound or liable for such actions or omissions deemed as unlawful in the jurisdictions in which the Expert performs its duties.

Interpretation

Any disagreement in the interpretation of the present terms of reference is to be taken solely to the Spanish jurisdiction, Barcelona's competent tribunals, in exclusion of any other jurisdiction.

I,…………………………………, with ID/Passport number nº ……………………….. ACCEPT THESE TERMS OF REFERENCE.

SIGNATURE:………………………………………….

NAME: …………………………………………….

DATE & PLACE:………………………………………….