



PROCEDURE

REGARDING INTERNAL COMMUNICATION WITHIN THE PROJECT

The purpose of this procedure is to set out how internal communication and consultation takes place within the project *Implementation of Education Quality Assurance System via Cooperation of University- Business-Government in HEIs (EDUQAS)*, Project no. 586109-EPP-1-2017-1-RO-EPPKA2-CBHE-SP (2017-2895/001-001). Internal communication aims at solving issues, coordinating and monitoring activities, providing the required information for process deployment, etc.

A communication officer will be appointed from the University of Craiova, the project coordinator. The tasks of the communication officer include: taking part in the organization of project work meetings and reunions – drawing up the agenda together with the project manager and/or other project members, drawing up the minutes, providing communication-related information; setting up and maintaining the project e-mail address; ensuring constant communication between project partners, when this cannot be done directly; taking note of the partners' messages and, if unable to answer them directly, forwarding them to the person in a position to do so.

In the implementation of the project, internal communication between the members of the management and implementation teams can be:

- **direct, within work meetings and reunions.** Minutes shall be drawn up for each work meeting, which shall be sent to all partners and posted on the project website. Work meetings will be organized on-site, as provided for in the project application and budget, as well as online, by means of mutually agreed platforms;
- **by e-mail.** Most of communication shall take place by e-mail. A table will be drawn up to this purpose, including all contact details of the management and implementation teams. Any change in the contact details of project members shall be immediately notified to the communication officer.
- **by phone.** This type of communication will be deployed mostly within the same partner institution, for urgent reasons, and can also take the form of text messages or WhatsApp messages.