

2018 European Solidarity Corps Handbook

Volunteering Action (Volunteering Projects and Volunteering Partnerships)

Version 1: April 2019

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1. Introduction

The 2018 European Solidarity Corps Handbook for Volunteering Action is designed as a guide to support UK beneficiaries with the management of their 2018 Volunteering Projects (ESC11) and Volunteering Partnerships - Annual Agreements (ESC13).

The Handbook provides **practical guidance on the various stages of your project lifecycle** and should be used as a reference point for all common project queries. Please note that, while we have tried to cover all main areas of the project lifecycle within this Handbook, the guidance is not exhaustive. It is important to note that this guidance is supplementary to your Grant Agreement and annexes, which you should always refer to first when checking contractual requirements. **We also recommend you continue to refer to the [2018 Corps Guide during your project to ensure you are managing your grant in accordance with European Solidarity Corps rules](#).** You can find it and other relevant documents under the [Project Support](#) webpage on our website.

Please note that this document may be subject to change throughout the course of the initiative. Changes will be recorded on page 1 of this document, and the most recent version will be found on our [website](#).

Should any information in this handbook differ from either the Grant Agreement or the 2018 Corps Guide, the content of the Grant Agreement, its annexes, and the 2018 Corps Guide will take precedence.

Important note

Remember, if you have any queries or issues that you can't find answers to within the Handbook, your Project Officer at the UK National Agency (UK NA) is on hand to help and should be your first point of call for any questions related to your project.

2. Background

2.1. The European Solidarity Corps

The European Solidarity Corps intends to bring young people together to build a more inclusive society, supporting vulnerable people and responding to the challenges facing society across the continent. The initiative **offers an inspiring and empowering experience for young people who want to help communities, learn and develop their competencies**. This is ensured by funding a range of opportunities across a broad range of areas, such as integration of migrants, environmental challenges, prevention of natural disasters,

education and youth activities or measures to prevent radicalisation. The initiative aims to support the acquisition and use of knowledge, skills and qualifications to facilitate personal and professional development.

2.2. European Solidarity Corps Guide

The [2018 European Solidarity Corps Guide](#) is the key document produced by the European Commission for anybody requiring a thorough knowledge of the Corps. This document is mainly addressed to those organisations that are already involved, or wish to take part in the Corps. It contains detailed information on the Actions and all the rules and conditions required in order to apply for funding under the Corps and to manage the grant. It is essential that organisations continue to consult the 2018 Corps Guide for the year in which they receive funding. **The European Commission can make changes to published documents. To ensure that you use the most up-to-date version of the 2018 Corps Guide you should check the [European Commission’s European Solidarity Corps website](#) and download the 2018 Corps Guide.**

The 2018 Corps Guide contains information covering all Actions and types of projects that are funded under the initiative. There are sections of the Corps Guide applicable to all projects as well as sections applicable specifically to Volunteering. Please see below for a breakdown of the 2018 Corps Guide and the important sections for Volunteering projects.

| Key Sections | Page numbers |
|---|---------------|
| General Information about the European Solidarity Corps | Pages 4 – 13 |
| Specific Information about Volunteering | Pages 22 – 33 |
| Information for Applicants | Pages 64 – 80 |
| Dissemination and exploitation of results – a practical guide for beneficiaries | Pages 80 – 85 |
| Glossary of Key Terms | Pages 85 – 88 |
| Useful References and Contact Details | Page 88 |

2.3. Type of activities under Volunteering Action

The Volunteering Action of the European Solidarity Corps provides an exciting opportunity for organisations to offer young people to partake in solidarity activities in the format of full-time voluntary unpaid activity for a period of up to 12 months. Volunteering is set to promote solidarity as a value and to help overcome important societal challenges and address the needs of the local communities. Participants receive funding to go for a placement, usually to another country, to acquire new skills, training or work experience that is relevant to their learning needs.

However, activities can take place in the same country as the country of residence of the participant, and they are called ‘in-country activities’. They are aimed specifically at encouraging and facilitating the participation of young people with fewer opportunities. There is a strong emphasis on ensuring opportunities are made available where national schemes do not exist or to complement existing national schemes, and also to cater for priorities identified at European level within the framework of the European Solidarity Corps. Should in-country activities be part of your project, you will have to ensure these clearly demonstrate European added value.

The main types of activities that can be included in an ESC11 or ESC13 project are as follows:

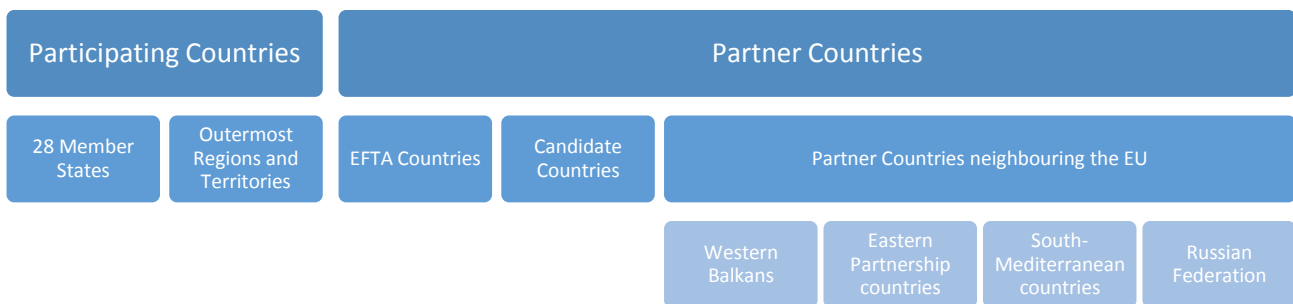
- **Individual Volunteering Activities** – those volunteering activities where a young person will be allocated to a placement for a duration of 2 to 12 months (in cases where young people with fewer opportunities are the volunteers, the activity can start as from 2 weeks, excluding travel time).
- **Volunteering Teams** – those volunteering activities where a group of young people (10 to 40) will be volunteering together for a period between 2 weeks to 2 months.
- **Advance Planning Visits (APV)** – as the name states, these are planning visits to the country of the host organisation before the start of the volunteering activities.
- **Complementary activities** – relevant side activities designed to add value and augment the results of the project as well as to strengthen its impact.

2.4 Participating Countries

The European Solidarity Corps is available to organisations from both **Participating Countries** (Members States of the European Union) and **Partner Countries** (EFTA countries, Candidate countries, and partner countries neighbouring the EU). Organisations from both Participating Countries and Partner Countries are eligible to take part in ESC11 and ESC13 projects..

Overseas Countries and Territories can take part in volunteering activities, subject to the arrangements applicable to the Member State with which they are connected. British overseas territories are: Anguilla, Cayman Islands, Falkland Islands, South Georgia and South Sandwich Islands, Montserrat, Pitcairn, Saint Helena, Ascension Island, Tristan da Cunha, Turks and Caicos Islands, Bermuda, Gibraltar, British Antarctic Territory, British Indian Ocean Territory and British Virgin Islands.

European Solidarity Corps Eligible Countries



You can claim exceptional costs for travel for participants from outermost regions (ORs) and Overseas Countries and Territories (OCTs) up to a maximum of 80% of the total eligible costs so that they can also take part in your project. **However, you will need to justify that the standard funding rules (based on contribution to unit costs per travel distance band) do not cover at least 70% of the travel costs of participants.** For more information, please refer to pages 32-35 of the Corps Guide, or you can find out more information on the European Commission website.

2.5. Target Groups and Participants

The main target groups for volunteering projects are the **young people that will volunteer with the host organisations.**

If the volunteering activity takes place in the UK, participants **must have the right to live and work in the UK.** Should you have any queries regarding individual participants please seek advice from the [UK Visas and Immigration office](#) (previously known as [Border Agency](#)).

Participants involved in a volunteering project must comply with the below criteria to be considered eligible:

| Volunteering Activity | Residency | Age | Additional requirements |
|--|--|----------|--|
| ESC11 – Volunteering Projects | Residents in a participating country or in a partner country | 18 – 30* | To be registered on the European Solidarity Corps Portal |
| ESC13 – Volunteering Partnerships Annual Agreement | | | |

*Participants must have reached 18 and must not be older than 30 at the start of the activity.

For accompanying persons, no maximum age limit applies but they have to be at least 18 years old. An accompanying person is **the person who accompanies participants with special needs or fewer opportunities in an activity, in order to ensure safety, protection, support and extra assistance during the placement.** Accompanying persons do not undertake project-related work or training, and are not the same as project participants, however they are eligible for financial support under the Corps rules.

Foreign Office Travel Advice

For projects taking place outside of the UK, you must check and follow the Foreign and Commonwealth Office (FCO) travel advice prior to departure (<https://www.gov.uk/foreign-travel-advice>). Should the FCO restrict travel to the country or region you are travelling to, please contact the UK National Agency to discuss the situation. Depending on the precise FCO's advice, activities may need to be postponed or cancelled.

2.6. Special rules

Please note, for individual volunteering activities, **volunteers can take part in only one Solidarity Corps volunteering activities.** Volunteers who have taken part in an Erasmus+ volunteering activities or a European Voluntary Service are not eligible.

Exceptions: In duly justified cases, volunteers who have taken part in in-country volunteering activities can subsequently take part in cross-border volunteering activities. The reverse is not possible. Volunteers who carried out an Erasmus+ volunteering activity, a European Voluntary Service (EVS) or a European Solidarity Corps volunteering activity lasting up to 2 months (up to 59 days, excluding travel days) can take part in an additional European Solidarity Corps volunteering activity. In all cases, the total amount of time must not exceed 14 months.

It is the beneficiary organisation's responsibility to ensure participants are eligible and meet the above requirements as well as any additional criteria specified in the 2018 Corps Guide. The UK NA will validate participants at the end of the project and if they are found to be ineligible, all associated costs will need to be refunded.

3. What does the UK National Agency do?

3.1 Contracting Process

Following the assessment and selection process, before starting any funded project activity you must have a signed Grant Agreement with the UK NA. It is essential that you sign your Grant Agreement before committing any funds to project activities. In exceptional circumstances, any eligible project activities undertaken between

the official project start date and the date the agreement is signed by the UK NA will be covered retrospectively, provided they are in line with the terms of the agreement. However, any activity undertaken before the agreement is signed by the UK NA is done so at beneficiary's own risk. If for any reason we are not able to contract with the successful applicant, these costs will not be covered by the UK NA, and as such you may wish to limit the number of activities you carry out before the process is complete.

At contracting stage, your organisation will also be assigned a dedicated Project Officer within the UK NA who will be your main point of contact to support you with any issues relating administrative and financial management of your project.

3.1.1 Bank Details

To enable us to make payments, your organisation must be set up on our financial system, for which we require your organisation's full bank details. You will be given a unique vendor number, which should be quoted on all future invoices / payment queries.

Should your organisation's bank details change, please notify your Project Officer immediately. You must also contact us if:

- your organisation name changes; and/or
- your organisation legal status changes - please contact us if you are unsure about the legal status of your organisation, as this may have a direct effect on eligibility for future rounds.

You will be asked to complete a new bank details form and upload it on the [Participant Portal](#)¹, which we will use to update your organisation's details on our financial system. If we do not hold the most up-to-date information we will be unable to pay your organisation's grant correctly. We recommend that you keep a copy of this form for your own records.

¹A new platform called 'Funding & Tenders Portal' is currently replacing the present Participant Portal. The exact address is <https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/home>, but you can still access the Education, Audiovisual, Culture, Citizenship and Volunteering Participant Portal at the link provided above..

A) Bank Account Details – Vendor Bank Account

To enable us to make any payments to you, you must be set up on the British Council's "SAP" financial system, for which we need your full bank details. You will be given a unique vendor number on SAP, which should be quoted on all future invoices / payment queries.

Please complete this form, then **copy it onto the letterhead of your organisation/institution**, arrange for it to be signed by the person authorised to make legally binding commitments on behalf of your institution, and return the form to eusolidaritycorps@ecorys.com. We recommend that you keep a copy of this form for your own records. **If you do not have a letterhead, please sign below as authorisation that the information you have given is correct. Should the bank details change, please send a revised Bank Details Form to eusolidaritycorps@ecorys.com immediately.**

| | |
|--|--|
| 1. Organisation/Beneficiary name | |
| 2. Project / Grant Agreement Reference Number | |
| 3. Organisation/Beneficiary account name | |
| 4. Organisation/Beneficiary account number (For example -In standard form -UK bank accountare having 8-digit account number.) | |
| 5. Bank and branch name (UK only) | |
| 6. Bank branch address | |
| 7. Bank branch postcode | |
| 8. Bank branch sort code | |
| 9. Swift/International BIC Code (Essential – please check with your bank if unsure of the number) | |
| 10. IBAN Number (Essential – please check with your bank if unsure of the number) | |

3.1.2 Grant Agreements and Annexes

To enter into a contract, all successful applicants must sign a Grant Agreement with the UK NA. If you are a coordinator of a project, you will have signed the agreement on behalf of any other potential partners in the project, based on the provisions of internal partner agreements you should have in place with your partners.

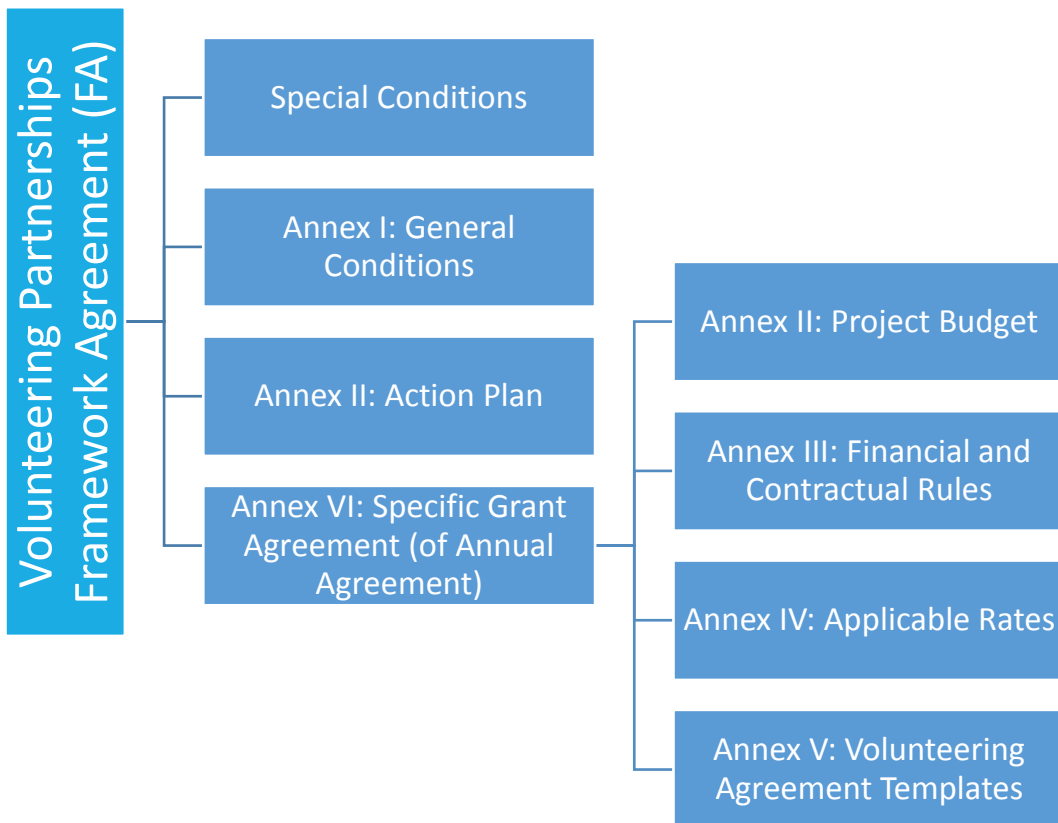
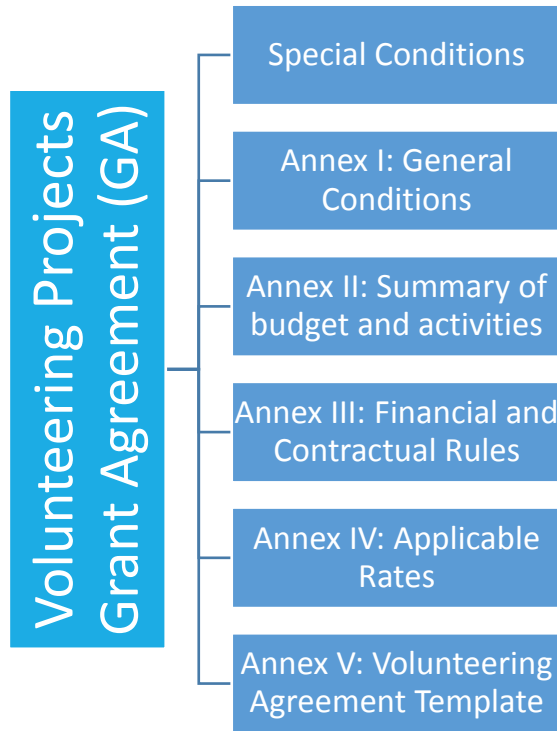
The Grant Agreement is the legally binding contract between your organisation and the UK NA, which includes key details about your project based on your initial application as well as the requirements and guidance for managing your grant.

Your agreement is tailored depending on the type of project and activities you have been funded for. All agreements include the Special Conditions followed by several annexes, applicable to your project.

You must ensure that you have at hand the copy of your:

- Grant Agreement (GA) for Volunteering Projects and Annexes.
- Framework Agreement (FA) for Volunteering Partnerships (ESC12) and Annexes (some of which are specifically linked to the associated Volunteering Partnerships Annual Agreement, ESC13).

Please ensure that you read the entire agreement carefully so that you are familiar with your organisation's contractual obligations.



Special Conditions

This is the main part of your agreement, which includes **essential information that is specific to your project**.

Important note

For Volunteering Partnerships (ESC12), as explained above there will be 'Special Conditions' applicable to the Framework Agreement and the Annex VI: Specific Grant Agreement (of Annual Agreement) which holds further annexes linked specifically to your ESC13 Annual Agreement.

It is very important to check this information carefully, especially the following sections:

- Article I.2.2 (in GA) / Article 2.2 in Annex VI (FA):
 - Project start and end dates along with the duration for Volunteering Projects (ESC11)
 - Project duration for Volunteering Partnerships (ESC12)
- Article I.3.1 (in GA) / Article 3.1 in Annex VI (FA) – Maximum grant awarded
- Article I.4.4 (in GA) / Article 4.4 in Annex VI (FA) – Final report and final payment
- Article I.9.1 (in GA) / Article 10.1 in Annex VI (FA) – Mobility Tool+ requirements (reporting)
- Article I.9.3 (in GA) / Article 10.3 in Annex VI (FA) – European Solidarity Corps Portal requirements

All approved European Solidarity Corps project activities must take place between your project start and end dates, which can be found in your Grant Agreement and Annex VI of the Framework Agreement. Any activity (e.g. volunteering placements, APV, or complementary activity) that fall outside the project start and end date will not be eligible for funding. This could lead to a reduction in your final grant amount.

Annex I: General Conditions (in GA and FA)

The General Conditions are standard rules that include information on the legal, administrative, and financial provisions for all European funded grants. To understand these in the context of European Solidarity Corps, the Special Conditions part includes information about how to correctly read and understand the General Conditions. This document contains a large amount of important contractual information and should be consulted carefully.

Annex II: Summary of the budget and activities (in GA only)

This document includes information that has been taken from your original project application, but may also contain corrections or amendment applied by the UK NA, where necessary, following various checks. This is the **contractual budget** so you should use it when implementing your project to make sure that you are completing the same activities that you planned in your application. This is very important because the UK NA will use Annex II of your agreement during the assessment of your Final Report.

The number of participants and accompanying persons, hosting and supporting organisations, placement durations and destination countries are fixed. If you wish to change these you should contact the UK A as soon as possible. Any alteration to your project implementation, which differs from the information set out in this annex may result in the full or partial repayment of your grant at the Final Report stage.

Important note

For small changes that do not affect the objectives of your project, budget transfers allow you some flexibility to move funds between budget headings within the same activity types. However, please remember to check this with your Project Officer first.

[Annex III: Financial and Contractual rules \(in GA and Annex VI of FA\)](#)

This annex provides comprehensive information on the financial and contractual rules you must follow when managing your grant and implementing your project. For each budget heading you can check what activity this covers, how the funding is calculated and what supporting documents to provide as evidence of the activity. There is also information about the assessment of the Final Report which will need to be submitted **after the end of your project** and the types of checks the UK NA may undertake during and after your project. You should read this annex thoroughly to ensure that your project activities are eligible, compliant and supported by the right documents to prevent issues with your Final Report.

By signing the Grant Agreement/Framework Agreement, your organisation has entered into a legal contract with the UK NA under these terms. If you do not comply with the Corps rules and terms of the Grant Agreement/Framework Agreement, your organisation may be required to repay all or part of the grant.

[Annex IV: Applicable rates \(in GA and Annex VI of FA\)](#)

Here is where you can find the breakdown of all the **applicable unit costs** for the budget headings for your project that were used to calculate individual budget categories. Depending on your project, this may include: Travel, Organisational Support (Project Management and Activity Costs), Pocket Money, Inclusion Support, and Linguistic Support. Information about Exceptional Costs and Complementary Activity Costs (if applicable) is not included in this document because these budgets are based on the actual (real) costs incurred. This document will help you make decisions about any necessary budget transfers, should these be required during the lifetime of your project.

[Annex V: Volunteering Agreement template \(in GA and Annex VI of FA\)](#)

This annex is a template of the volunteering agreement between your organisation and the volunteer(s) involved in your project. It should be completed and signed by both parties and it provides an overview of the roles and responsibilities associated with taking part in a volunteering project. A participating organisation can

complete the relevant sections of the template based on their role within the project and the specific project needs.

It is compulsory to have a Volunteering Agreement for each volunteer. You may edit the template to better fit the needs of your organisation and the project, but as a general rule you can only add information to the template that does not contradict what is already covered. **It is very important that you do not remove any information as these templates have been designed to meet the minimum requirements necessary for your project.**

In the template, some of the text is included in the square brackets, which means you will need to edit this information. You need to complete some sections with the correct details for the placement of the individual participant, whereas other parts refer to different options that you can select. You must make sure the option you choose is appropriate for the participant and delete any you have not selected.

3.2 Quality Assurance

The UK NA strives to ensure that only the highest quality applications are funded and to provide as much help and support as possible to you throughout your project lifetime. However, it is your overall responsibility to ensure the quality of the planned activities.

The quality commitment to placements is based on the [European Quality Charter for Mobility](#) which has been approved by the European Parliament as a reference document for all people planning, providing or undertaking mobilities abroad. You should ensure that these principles are adhered to in the on-going organisation of your project and placements. Moreover, organisations participating in a Volunteering project need to uphold the quality standards and core values laid down in the [European Solidarity Corps Charter](#).

You will have a Project Officer at the UK NA allocated to you at the end of the contracting process. During the course of your project, you may be asked to provide quarterly updates that should include key project milestones and any changes from the original application form. **This information should be as accurate as possible as your Project Officer will use this monitor your project's progress against the application form.** You should make sure that you keep in regular contact with your Project Officer so that the UK NA is able to provide on-going help and guidance to ensure that your project is of the highest quality.

To confirm that all parties involved in your project are committed to ensuring high quality, all host and supporting partner roles and responsibilities need to be clearly agreed and outlined in contracts or partnership agreements. This will be discussed further in the handbook.

In addition to making sure you have a strong and committed partnership in place before starting your project, you and your partners should also ensure that:

- the recruitment and selection of participants is relevant, fair, transparent and inclusive;

- the placement content is relevant to the needs of participants as well as meeting the objectives of the Corps;
- you have clear management strategies in place, with appropriate personnel responsible for managing the project;
- participants are supported with relevant preparation prior to placement and that practical support is available throughout the period of the project;
- there are clear and appropriate monitoring arrangements in place;
- equity and inclusion for participants is promoted; and
- access to participants with disadvantaged backgrounds and fewer opportunities is facilitated.

3.3 Monitoring Activities

The UK NA is required under its contract with the European Commission to undertake monitoring activities, audits and checks on a representative sample of organisations each year. The checks vary in scope and depth according to the type of check performed. These activities are carried out to ensure that the management of the European Solidarity Corps is satisfactory and within the terms of the Grant Agreement/Framework Agreement and Corps rules. Therefore, beneficiaries should ensure that appropriate reporting and monitoring procedures are in place. Beneficiaries must gather and retain all necessary information and documentary evidence which demonstrates clear and transparent management of the projects as this may be inspected by the UK NA and/or the European Commission.

3.3.1 Monitoring Calls/Emails

A sample of projects is chosen every year to participate in quarterly monitoring calls or to provide quarterly emails about the progress of their project. If your project is selected, **your Project Officer will get in touch and schedule these calls with you or request email updates throughout the lifetime of your project.** Monitoring calls/emails are a great way for us to get to know you better and to find out more about your project as well as get to know the types of challenges our beneficiaries face when implementing their projects.

3.3.2 Audits, Checks and Monitoring Visits

There are four types of visits which can be undertaken by the UK NA or other agencies:

- Monitoring Visits (UK NA only).
- On the Spot Checks (UK NA only).
- System Checks (UK NA only).
- Audit Visits (UK NA or other agencies).

At the end of any of the above visits, you will receive a feedback report and the opportunity to provide further information if it was not available at the time of the check. We will give you formal feedback in the

form of a draft visit/check report within 30 days of the visit or check, taking into account any initial comments from yourself (the beneficiary). You will then have a set period of time within which to respond to the draft report and provide any missing information or additional comments as necessary. The final version of the visit/check report will be then sent to you within two months of the visit/check and it will also be appended to your project file at the UK NA.

Monitoring Visits

A monitoring visit aims to support and counsel the beneficiary and provides opportunity for you to take stock of the project achievements and review your progress against the objectives set at the application stage. It could also be used to gather and disseminate good practice examples.

The visit also provides an opportunity for the UK NA to gain a greater understanding of your project and to **review whether the project is meeting the needs of other stakeholders and the participants**. Where possible you should ensure that a participant is available for a short interview with UK NA representatives and also any partners/stakeholders, where applicable.

The key areas for discussion are:

- Project management, progress, and implementation.
- Project partnership.
- Recruitment and preparation of participants.
- Project evaluation and future activity.
- Impact of project.
- Dissemination.
- Financial information.

UK NA representatives will assess that you can deliver your project to **the specifications detailed in your application form, your contract and to the requirements of the European Solidarity Corps** ensuring that your activities are eligible and compliant.

Monitoring Visits will explore examples of good practice that you have developed, which other projects might benefit from. The information gathered during the visit will feed into our work in monitoring the progress of the initiative in the UK as a whole and will be used to inform reports produced for the UK National Authority for the initiative – Department for Education - as well as for the European Commission.

On the Spot Checks

A random sample of projects will receive an ‘on-the-spot’ financial check from the UK NA to provide assurance on the reality and eligibility of project activities during the project implementation. On the Spot Checks verify

that the amounts claimed for individual mobilities in relation to the agreement are supported adequately by the documentation held by your organisation.

There are four areas which On the Spot Check aims to investigate:

- eligibility of participants for the action;
- coherence of participants with application;
- eligibility of activities; and
- quality of activities.

It is a compulsory requirement for organisations to retain evidence of any payments to partners / participants in all instances. **This may be in the form of invoices for payments made directly by the beneficiary or in the form of bank transfers/receipts signed by the participant.** During On the Spot Checks, the UK NA will need this evidence to be provided alongside with any other supporting materials to verify the reality and eligibility of activities undertaken..

Organisations that are subject to an On the Spot Check are chosen at random or based on a risk assessment, using a methodology specified by the European Commission. Typically, On the Spot Checks will take one day and you will be notified at least two weeks in advance if you have been chosen.

Systems Checks

A percentage of projects will be chosen for a Systems Check. **Systems Checks will only be conducted with recurrent beneficiaries that receive high levels of funding through the European Solidarity Corps.**

System checks consist of two distinct phases. The first will be an in-depth check of organisational procedures and systems set up to manage European Solidarity Corps projects, for example, we would expect to see evidence of the Pocket Money being transferred to participants. This check will also have a strong focus on the overall mechanisms and procedures put in place to run the projects.

The second phase is an On the Spot Check of the most recent finalised project. Original documents will need to be available and we would request that all relevant people working on the project are present during these checks so that all questions or queries can be resolved on the day.

Audit Visits

The European Commission may request an external audit or wish to arrange a random inspection of project accounts after the project has been completed. You are therefore required to keep all original documents relating to the implementation and financial management of the project for a period of 3 years (for projects with grants of less than €60,000) or 5 years (for projects with grants of more than €60,000) after the final payment has been made, in line with Article II.27.2 in Annex I (in GA) / Article II.27.3 in Annex I of Annex VI (FA).

Audit visits may be undertaken by the European Commission, the European Court of Auditors, the UK NA's own Internal Audit and/or Compliance Teams and other relevant bodies.

The European Commission and the European Court of Auditors operate on a short timescale and may request a visit at a very short notice..

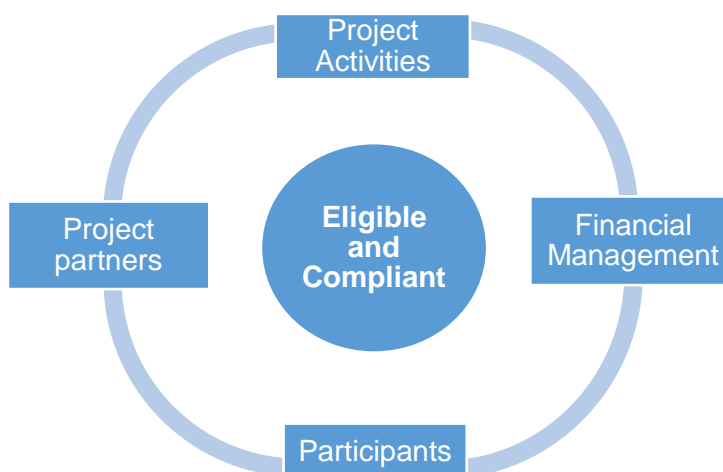
The European Commission and the European Court of Auditors have their own method of planning visits and the UK NA is only informed of the organisations they intend to visit when they announce a visit.

The UK NA may identify organisations for ad hoc visits on the basis of the amounts of funding awarded, issues arising from previous reports or other information received from the beneficiary, project partners or participants involved.

4. What do organisations do?

Monitoring falls on both on the UK NA, as aforementioned, but also on you as the beneficiary and Project Manager. **You will be accountable to the UK NA for the implementation of the project, the use of funding awarded and any amounts paid directly to your partners and participants.** Your role for monitoring is also detailed in Article I.4 (in GA) / Article 4 in Annex VI (FA) and running throughout the Grant Agreement/Framework Agreement and the annexes. These cover the activities of your project, the financial management of your project as well as your project partners and participants.

Your Grant Agreement/Framework Agreement details what you need to have in place regarding the level of monitoring and support in order to ensure the safekeeping of your participants, and also to help you to understand the expectations that we have of you as the beneficiary. It is essential that you also continue to consult the 2018 Corps Guide to ensure compliance with the European Solidarity Corps rules for the year in which you received the funding.



4.1 Management of your project

4.1.1 Project Monitoring

When it comes to monitoring your project, you will need to ensure that it is progressing in line with your application. Your role in monitoring also includes ensuring that you are compliant with your Grant Agreement/Framework Agreement as well as you are adhering to the roles and responsibilities that you set out in your application and agreed with your project partners.

You will need to monitor your project finances too and make sure you are familiar with the various budget transfers that you can and cannot do. It may be easier to see your project as consisting of mini projects, each placement being a mini project. **All funds for participants (Travel, Inclusion Support, Pocket Money, Linguistic Support – if applicable) must be spent on or given to the participants.** This leaves Organisational Support and/or Exceptional Costs and Complementary Activities Costs, if applicable, which is the funding available for you, as the coordinator, to aid with the costs of implementing the mobilities.

Monitoring Partners

As far as monitoring of your project partners is concerned, you need to ensure that they are adhering to the rules of the European Solidarity Corps in terms of eligible activities. Your project partners will need to work with you to ensure that participants are supported and safe whilst they are on their placement. They will also need to work with you to ensure that activities are carried out as planned and are eligible. You may want to set up an agreement before activities begin, which would include partners' roles and responsibilities as well as details on payments, dates and timings for payments.

It is important to ensure that your partner(s) is (are) clear on their roles and responsibilities within the project, and that you have agreed on the activities that they will deliver. It may also be a good idea to arrange for monthly catch-ups with your project partner(s) and more frequent conversations during periods where there are mobilities taking place.

It is the responsibility of you and your partner(s) to negotiate a training programme for your participants and it is important that these are tailored to each individual participant's needs. You should also ensure that expectations are clear where monitoring and mentoring arrangements are concerned. You will need to work with your partners and participants together to establish the volunteering agreements and to discuss evaluation, dissemination and post-placement support..

You may want to agree a timeline with your partner(s) to agree on the deadlines for tasks to be completed so that you can monitor your partner(s) and your own tasks effectively.

Monitoring Participants

The monitoring of participants is more about supporting them and, where possible, involving them in the project (forming learning agreements). You will need to ensure that participants are supported throughout their placement: before, during and after it. **You may want to set up a Facebook or WhatsApp group to invite participants to join. This way you can monitor them more closely and offer support and advice easily.**

You will need to work with participants to ensure they understand the volunteering agreements they sign for their placements and also ensure they're aware that they need to complete a participant report after their placement and should provide as much feedback about their experience as possible.

Insurance and placement activities will need to be organised beforehand and you will need to ensure that participants are aware of arrangements and what to do if their placement does not go to plan or if they need help when something goes wrong whilst they are on placement.

4.1.2 Roles and responsibilities

The responsibilities of the **Applicant/Coordinator** are to:

- Monitor and ensure the project is implemented in accordance with the Grant Agreement/Framework Agreement.
- Act as the intermediary for all communications between the project partners, participants and the UK NA.
- Inform the UK NA of any changes to the name, address, contact person or legal representative as well as of any legal, financial, technical, organisational or ownership situation change of any of the partners.
- Inform the UK NA of any event likely to affect or delay the implementation of the project.
- Be responsible for supplying all documents and information to the UK NA required under the Grant Agreement/Framework Agreement.
- Be responsible for obtaining and verifying any information required from the other partners before passing it on to the UK NA.
- Establish the requests for payment in accordance with the Grant Agreement/Framework Agreement.
- Ensure that appropriate payments are made to project partners without unjustified delay - all payments should be made directly to the partners by bank transfer and appropriate evidence of the amounts transferred to each partner should be kept in case of any future checks.
- Provide all the necessary documents in the event of checks and audits initiated before the payment of the balance.
- Update the online reporting system Mobility Tool+ (please see the [EC Online Guide for using the Mobility Tool+](#) for further guidance).

The responsibilities of the **project partners** are to:

- Inform the Coordinator of any changes to their name, address, contact person or legal representative as well as of any legal, financial, technical, organisational or ownership situation change.
- Inform the Coordinator of any event likely to affect or delay the implementation of the project.
- Submit to the Coordinator in good time any data, documents or information required for UK NA reporting, audits, checks, monitoring or evaluation.

Please note that for Volunteering projects the European Solidarity Corps Quality Label describes the role of organisations acting as Supporting or Host Organisation and defines the minimum quality standards that must be respected within a Volunteering Activity.

Participating organisations will take on different responsibilities and tasks within the project, depending on their role. Each project is made up of a unique partnership, so it may be that some responsibilities are shared out differently, some examples of areas of responsibility include:

| | |
|--|--|
| Project Management – Supporting Role | <ul style="list-style-type: none"> • Ensure effective coordination of the project in cooperation with all other participating organisations; • Distribute the grant between all organisations (mainly role of the applicant organisation); • Carry out all or some of the administrative tasks of the other organisation(s) involved; • Carry out dissemination and information activities. |
| Before the Activity – Supporting Role | <ul style="list-style-type: none"> • Select and match registered candidates in the European Solidarity Corps Portal or support the registered candidates to find suitable opportunities; • Ensure that the volunteer signs a volunteering agreement which includes a learning and training component; • Encourage the volunteer to enrol and take part in the general online training offered through the European Solidarity Corps portal; • Ensure that the volunteer receives support in carrying out language preparation (if applicable, support to carry out the online language course and assessment provided by the Commission); • Provide adequate preparation for the volunteer before departure, according to the <ul style="list-style-type: none"> • individual needs and in line with the Training and Evaluation Cycle; • Ensure the participation of the volunteer in the pre-departure training session, if organised by the National Agency or SALTO; • Ensure that the volunteer is in possession of the European Health Insurance Card and is covered by the obligatory Insurance plan foreseen by the Corps (if applicable); • Ensure that the volunteer receives the European Solidarity Corps Info Kit; • Stay in touch with the volunteer and the host organisation throughout the activity. |

| | |
|---|--|
| During the Activity – Host Role | <ul style="list-style-type: none"> • Learning, mentoring and support • Ensure that the volunteer attends the full Training and Evaluation Cycle (if applicable); • Ensure that the volunteer makes proper use of the European Health Insurance Card, and only uses the insurance scheme when required by the circumstances (if applicable); • Offer to the volunteer the opportunity to carry out a well-defined set of tasks, allowing some of the volunteer’s ideas, creativity and experience to be integrated; • Identify clear learning opportunities for the volunteer; • Provide task related support, supervision and guidance to the volunteer through experienced staff; • Provide support for the learning process and for the identification and documentation of learning outcomes, through EU or national validation tools, e.g. Youthpass and Europass; • Support the volunteers undertaking language courses, if necessary; • Identify a mentor who is responsible for providing to the volunteers: personal support support to carry out self-reflection, identification and documentation of the learning outcomes of the activity (through the use of EU or national validation tools). • Encourage contact with other European Solidarity Corps participants whenever possible; • Provide opportunities to integrate in the local community, meet other people, etc. • Pocket money and volunteering conditions • Provide suitable accommodation and healthy meals (or a food allowance) to the volunteer, including during the holiday period; • Ensure that means of local transport are available for the volunteer; • Provide the due allowance to the volunteer on a weekly or monthly basis |
| After the Activity – Supporting Role | <ul style="list-style-type: none"> • Provide support to help reintegration of the volunteer into the home community; • Provide the volunteer with the opportunity to exchange and share experiences and learning outcomes; • Encourage the involvement of the volunteer in dissemination and exploitation of results; • Provide guidance regarding further education, training or employment opportunities; • Ensure the participation of the volunteer in the annual European Solidarity Corps event. |

The responsibilities of the **participants** are to:

- comply with all arrangements negotiated for their placement and do their best to make the placement a success;
- abide by the rules and regulations of the Host Organisation, including the normal hours, code of conduct and rules of confidentiality;

- communicate with the Host Organisation about any problems or changes regarding the placement; and
- complete and submit an evaluation questionnaire (report) in the specified format (standard template), together with any supporting documentation, at the end of the placement.

Please keep in regular contact with your Project Officer so that the UK NA is able to provide on-going help and guidance to ensure that your project's delivery is of the highest quality.

4.1.3 Health and Safety

Ensuring that participants are working in a safe and healthy environment is not just a contractual requirement of running a placement, it ensures the participant has good experience at their placement which is safe. **It is essential that you cover all aspects of participant's health and safety from the start of the project and throughout the participant's placement period.** The UK NA recommends that you follow your organisation's health and safety procedures and are fully aware of the health and safety procedures within the Host Organisation.

4.1.4 Risk Assessment

Risk assessments should be completed on your Host Organisation's, accommodation, travel arrangements and any other areas you deem appropriate. **A good risk assessment will help avoid incidents and aid a smooth running of the project.** The UK NA recommends that you follow the risk assessment procedures used within your organisation. Further information on risk management and how to conduct a risk assessment can be found on the [UK government's Health and Safety](#) website.

4.1.5 Safeguarding

Safeguarding can refer to either a person or mechanisms in place to ensure protection against danger, damage, injury, etc. **Particularly when working with young people and/or vulnerable adults it is important that you have safeguarding policies in place.** This may mean that you have accompanying persons (who have been vetted as appropriate) to travel with young persons or to assist vulnerable adults involved in the activities. Further information about safeguarding can be found on the [UK government's Disclosure and Barring Service](#).

Volunteering activities may involve the participation of minors (young people under the age of 18), albeit not as direct participants (i.e. the target group of the participants will be minors). It is the responsibility of all organisations taking part in the activities to ensure appropriate safeguarding procedures are in place. Child Protection means protecting children from abuse. This could be physical abuse, emotional abuse, sexual abuse or neglect.

All partner organisations are responsible for minimising the risk of harm by identifying and managing potential risks and having a positive and open relationship with the participants involved in the project. You must consider that whilst in the UK, there are strict child protection laws, other countries may not have such structures and procedures in place, but it is important to:

- be aware of situations which may present risks and take appropriate actions;
- make sure that a culture of openness exists between you and the children in your care, so that it is possible for either party to raise or discuss any issues or concerns; and
- make sure there is a sense of accountability with other adults, so that poor practice or potentially abusive behaviour does not go unchallenged.

Please visit [British Council's website](#) to find out more about the Child Protection Policy.

The UK National Agency requires projects to sign the European Solidarity Corps Child Protection Checklist at contracting stage. The checklist details the legal and regulatory requirements that must be adhered to when working with children directly or when delivering work that has an impact on children. This is to ensure that when including participants who are under 18 and therefore classed as minors (direct participants or target groups the participants will be working with), beneficiaries will provide:

- a clear line of accountability by having someone at the top level to take leadership responsibility for child protection arrangements, including the commissioning and/or provision of services;
- a designated professional lead for child protection with clearly defined responsibilities and cover arrangements in place;
- a clear and accessible Child Protection Policy, signed by the most senior person in the organisation and available to all relevant stakeholders, including children;
- a written Code of Conduct describing appropriate/expected standards of behaviour for staff when working with children;
- clear policies in line with those from the Local Safeguarding Children Board (LSCB) or equivalent for reporting and responding to allegations against staff;
- safe recruitment procedures to carefully screen applicants (staff and volunteers) and to help prevent unsuitable individuals working with children;
- clear whistleblowing procedures, suitably referenced in staff training and Code of Conduct arrangements which set out clearly the processes for sharing information; and
- appropriate support for staff, including undertaking mandatory induction and child protection training.

4.1.6 Insurance

Organisations participating in European Solidarity Corps must have effective procedures and arrangements in place to promote and guarantee the safety and protection of the project participants. Under the European

Solidarity Corps, all participants, including staff, must be insured against the potential risks associated with their involvement in activities. The initiative does not define a unique format of insurance, nor does it recommend specific insurance companies. It is the responsibility of project coordinators to obtain appropriate insurance, relevant to the type of project carried out and to ensure the policy is available at a national level. Furthermore, it is not necessary to subscribe to a project-specific insurance, if the participants are already covered by existing insurance policies of the project organisers.

It is the responsibility of the participating organisations to identify the most suitable insurance policy depending on the type of activity and availability of appropriate insurance in their own country.

For all activities, as a minimum, the following areas must be covered:

- **Travel Insurance** (wherever relevant) including damage or loss of luggage.
- **Accident and Serious Illness** including permanent or temporary incapacity.
- **Medical assistance** including after care and special insurance for particular circumstances, such as outdoor activities.
- **Death** including, wherever relevant, repatriation in case of projects carried out.

You should also establish whether the host organisation has Liability Insurance which covers participants in their workplace for the duration of their placement, whether they are at work or not. It is the responsibility of the Supporting Organisation to check that this is in place as the European Commission is not liable for any damage caused by a participant or beneficiary (please see Article II.4.1 of Annex I (GA and FA)).

Levels of Liability Insurance coverage and Accident Insurance coverage can vary across different countries, so organisations are advised to check this beforehand.

All participants qualifying under national legislation should apply for the [European Health Insurance Card \(EHIC\)](#), which entitles the holder to reduced costs and/or free emergency healthcare in most European countries during their placement. Further details and EHIC application forms can be found on the above website.

However, the coverage of the European Health Insurance Card or private insurance may not be sufficient, especially in case of repatriation and specific medical intervention. In that case, a complementary private insurance might be useful. It is the responsibility of the Supporting Organisation of the young person to ensure that the participant is aware of any health insurance issues.

Every volunteer must be registered with the European Solidarity Corps Volunteering insurance scheme, which complements the coverage provided by the European Health Insurance Card and/or national social security systems. Volunteers who are not eligible for the European Health Insurance Card are entitled to receive full coverage through the Volunteering Insurance provided by the European Commission.

The supporting organisation, in cooperation with the host organisations, is responsible for enrolling the volunteer(s) in the aforementioned Insurance scheme, which is run by [Cigna](#) (a global health company). You will need to register your volunteer(s) two weeks before the voluntary placement is due to start and it should cover the duration of the volunteering activity. This is compulsory for participants of the Corps volunteering activities. This insurance provides Health, Third Party Liability and Life Assurance cover.

Should you have any questions regarding enrolment, please contact clientservice2@cigna.com.

4.1.7 Selection of Participants

Selection

The selection of volunteers can be carried out by any of the organisations involved in the project (usually this task is carried out by the supporting organisation). Volunteering activities are open to all young people, including those with fewer opportunities. Volunteers should be selected in a fair, transparent and objective way, regardless of their ethnic group, religion, sexual orientation, political opinion, etc.

Volunteers should not be excluded from selection based on their educational level, qualifications, specific experience or language knowledge. **The placement should be free to the volunteer.** You may decide to create a more specific profile, if appropriate, depending on the tasks involved in the placement or the project context.

Please note that in the case of volunteering activities under the European Solidarity Corps, organisations must select volunteers from the pool of young people registered in the European Solidarity Corps when applying for funding. Organisations and young people can do so by registering on the new matching tool, the Placement [Administration and Support System \(PASS\)](#). Should you have any queries about the matching process, please contact your Project Officer.

Agreement with the Volunteer

Before they begin their placement, each volunteer must sign a Volunteering Agreement with the supporting and the host organisation. This agreement defines the tasks the volunteer will carry out during the placement and the intended learning outcomes. As part of the agreement, they will also receive the [European Solidarity Corps Volunteering Activities Info-Kit](#), which contains information about what to expect from Volunteering Activity and on how to use Youthpass and receive a certificate at the end of activity. This agreement remains an internal document for partners and volunteers, and it will not be requested by the granting National Agency.

4.1.8 Participant Withdrawals: how to prevent or deal with them?

It is important to ensure that you take all necessary steps to prevent participant withdrawals pre-placement or mid-placement. This includes:

- **Managing expectations** to ensure that your participants know exactly what is expected of them whilst on placement.
- Providing partners and hosting organisations with **clear information** regarding your participants so that they are aware of the proposed activities and intended outcomes.
- Implementing **good quality selection plans** to ensure that you have involved the appropriate participants - the information you provide to participants from the outset of the programme may influence their expectations, so it would be good practice to conduct interviews as part of the recruitment process in order to determine what participants want to achieve from their placement
- **Thoroughly preparing participants linguistically** (especially for a long-term Volunteering Activity), culturally and practically for their volunteering placement.

The standard procedure, should a participant withdraw pre- or mid-placement, is as follows:

| Type of activity | Duration | Eligible for reimbursement (at final report stage) in case of participant withdrawal? |
|--|---------------|---|
| Team Volunteering Activity (14 days minimum) | 0 – 13 days | No |
| | 14 – 59 days | Yes |
| Individual Volunteering activity (60 days minimum) | 0 – 59 days | No |
| | 60 – 365 days | Yes |

Where the minimum duration has been completed, costs will be reimbursed for the completed days. Should the minimum duration not be met, none of the costs associated with these participants will be covered by the Corps grant, and you should seek to make a claim through your insurance policy in the first instance. If a participant decides of their own accord to leave their placement early and without a valid reason, you must follow the terms outlined in their participant agreement to attempt to recover any funds spent.

Only in exceptional circumstances will the UK NA recognise the cause of withdrawal as **force majeure** and consider reimbursement of costs attributed to the withdrawal of participants. In these cases you are advised to contact your Project Officer to see if it is possible to submit a claim under one or more of the cost components within your Grant Agreement/Framework Agreement i.e. Organisational Support, Individual Support, Linguistic Support and/or Travel (including Exceptional Costs for Expensive Domestic Travel), as well as Exceptional Costs, if applicable. If so, you must clearly explain in writing the reasons for the withdrawal. Your claim will be assessed by the UK NA who will determine whether it is justified based on the following:

- whether there is a genuine reason for the withdrawal;

- whether you took reasonable steps to maintain the participant’s involvement in the project; and
- whether the costs are genuinely non-refundable (i.e. pre-booked accommodation).

Your Project Officer will notify you of the UK NA’s decision and the next steps. If you are unable to demonstrate that reasonable steps were taken to avoid withdrawal, the UK NA reserves the right to request repayment of the corresponding part of the grant.

4.1.9 Mobility Tool+

The [Mobility Tool+](#) is the online management and reporting system all beneficiaries must use to manage their project. The tool should be used to register participants and placement information as well as to monitor your budget expenditure, manage participant evaluation reports and create and submit your final beneficiary report to the UK NA. In line with Article I.9.1 (GA) / Article 10.1 in Annex VI (FA), **at least once a month during the project**, the beneficiary must input and update any new information regarding the participants and the activities.

It is important that the Mobility Tool+ is kept up to date at all stages of your project life cycle and that the information is accurate, especially regarding the conducted activities and related unit costs or real costs. This is particularly important as Mobility Tool+ will automatically send out Participant Reports to all participants for them to complete at the end of their placements, using the placement dates entered on the tool. Moreover, it is a contractual requirement for all projects to report on their project activities in the tool.

Please note that in order to log in to Mobility Tool+ you need to use the EU Log-In details linked to your email address. The contact person and legal representative for your organisation and partner organisations (as identified in your application form) automatically have access to the tool using the email address detailed in the application. Once you are logged in, you can then add additional contacts to assist with the reporting of the project. However, we recommend that the “edit” function in the tool is only reserved for the coordinator.

For further information and support please refer to the [EC Online Guide for using the Mobility Tool+](#) in order to familiarise yourself with how to use the system.

4.1.10 Support to non-formal and informal learning

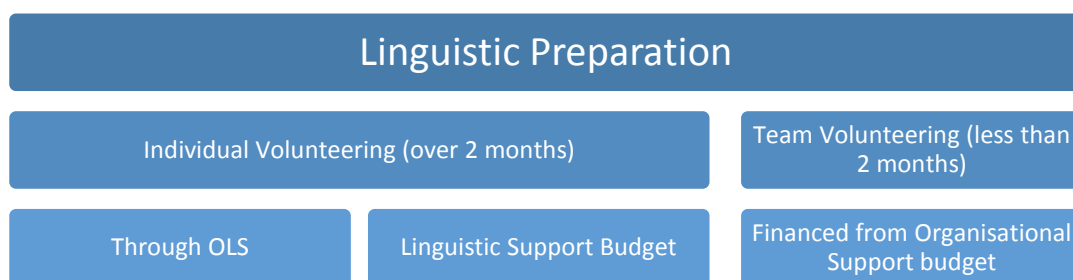
Non-formal learning is a key feature of the European Solidarity Corps. In addition to being embedded in the activities, from which the participants will learn, some quality and support measures aiming at supporting and reinforcing the learning development of the participants are foreseen. These include the General Online Training, the Online Linguistic Support, and the Training and Evaluation Cycle.

General Online Training

The General Online Training is an open access training for the registered candidates and participants selected for an activity provided via the European Solidarity Corps portal. **General Online Training is a general induction with various modules such as the mission of the European Solidarity Corps, ethics, integrity, roles and responsibilities of the participants, European values, inter-cultural awareness, thematic training, health and safety etc.** General objective of the training will be to support European Solidarity Corps registered candidates in their engagement in quality solidarity activities and contribute to the building of the community of the Corps. The training should become part of a non-formal learning process of participants who will be involved in specific projects and for the registered candidates in the portal not yet selected to capture their attention and stimulate their motivation. General Online Training will be made available in the course of 2019.

Linguistic Preparation and OLS

Please remember that you must ensure that linguistic preparation to your participants will be provided as outlined in your application and this needs to be **relevant and appropriate to the placement as well as proportional to the length of said placement.**



The European Commission provides support for language learning and linguistic diversity, with information and links to tools, portals and databases such as the [European Language Label database](#) for innovative projects in language teaching and learning.

Online Linguistic Support (OLS)

The [Online Linguistic Support \(OLS\)](#) tool is an online platform designed to support language learning for long-term volunteers by offering them the opportunity to assess their skills in a foreign language and, for selected participants, by providing an online language course to follow and improve their competence.

Linguistic support funding for any long-term volunteers who will be working or studying in languages which the OLS does not currently offer must be requested at the application stage and could, for example, finance a language tutor for your learners.

If linguistic support budget or OLS access were requested in your application, then your Grant Agreement/Framework Agreement will confirm the amounts of linguistic budget or numbers of OLS access

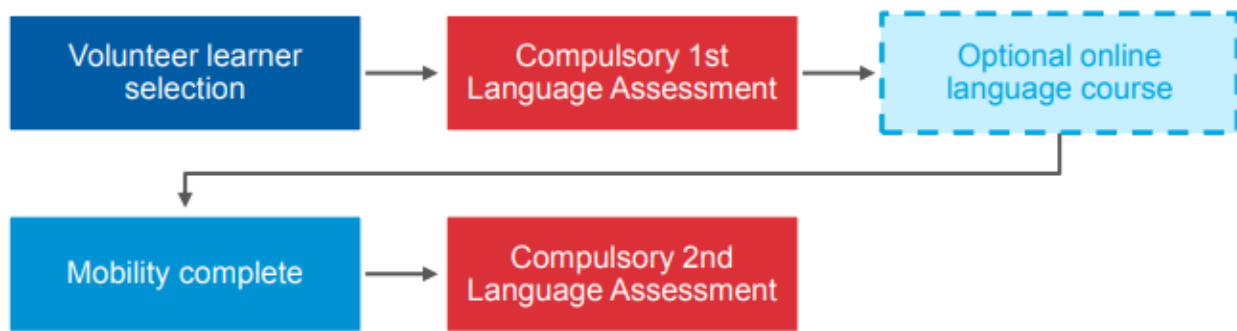
licenses which your project has been granted. If the UK NA finds that it has additional OLS access licenses then it may offer OLS access to eligible organisations who did not request them at the application stage.

For those projects with granted OLS access, there are currently three main criteria that define who the OLS is for and who will be given access to it:

- The OLS service is for volunteers in long-term activities i.e. **volunteering from 2 to 12 months**.
- The OLS has course content and assessments for 24 languages. Courses for more languages are likely to be developed in the future.
- Except for native speakers, participants using these languages as their **main language of volunteering** can be supported through the online service.

| Languages | Language assessment available | Language course available |
|--|-------------------------------|---------------------------------------|
| Dutch, English, French, German, Italian, Spanish, | Yes | Yes – all levels |
| Portuguese | Yes | Yes – up until and including B2 level |
| Czech | Yes | Yes – up until and including A2 level |
| Bulgarian, Croatian, Danish, Estonian, Greek, Finnish, Hungarian, Latvian, Lithuanian, Polish, Romanian, Slovak, Slovenian and Swedish | Yes | Yes – at A1 level |
| Irish Gaelic and Maltese | Yes | None available |

The OLS consists of mandatory language assessments which take place before and at the end of the placement, and of an optional language course to be followed in between the two language assessments.



If you have been granted OLS licenses, then the UK NA will arrange the log-in to the system for your assigned OLS contact person, **using the email address provided in your application**. You will be allocated the number of assessment and course licenses as detailed in your Grant Agreement/Framework Agreement and you will then be responsible for allocating these OLS access licenses to your participants, allowing them to complete language assessments or courses.

Training and Evaluation Cycle for participants

One of the key features of the European Solidarity Corps is the training and evaluation it provides to participating organisations and participants. Firstly, **guiding young participants through a non-formal learning process before, during and after their period of activity**. Secondly, **supporting Quality Label organisations in offering a qualitative frame for the experience to take place**. This is applicable to all participants embarking on a volunteering activity and for all organisations that hold a Quality Label.

The Training and Evaluation Cycle (TEC) for participants consists of the following sessions:

- pre-departure training (only cross-border activities);
- on-arrival training (activity of 2 months and longer);
- mid-term evaluation (activity of 6 months and longer);
- annual European Solidarity Corps events.

Participants have a right and an obligation to attend the pre-departure training, the on-arrival training and the mid-term evaluation sessions, and organisations must ensure that their participants take part in the TEC, which is considered an integral part of the activity. **In addition to the Training and Evaluation Cycle, participants receive continuous counselling and guidance before, during and after the activity period.**

Important note

In the United Kingdom, the organisation that provides on-arrival and mid-term evaluation trainings for the participants is [Experiment in International Living UK \(EIL UK\)](#). They can also offer pre-departure training when organisations send several volunteers at around the same time (for cross-border activities).

To book your participants on one of the trainings, please contact EIL UK directly at:

Karen Morris - EVS Training Coordinator

Email: evscoordinator@eiluk.org

Tel: 01684 562577 / Fax: 01684 562212

Please read more about the TEC minimum requirements and quality standards on pages 53-58 of the 2018 Corps Guide. Pages 17-18 of the 2018 Corps Guide explain the roles and responsibilities of organisations involved in supporting participants through the TEC cycle.

4.1.11 Recognition of Learning Outcomes

It is important that all placements are either formally or informally validated. It is best practice to accredit the time spent on the placement through a course of study, but less formal methods are acceptable, such as certificates of achievement created by the Supporting or Host Organisations. More formal methods of validation should be utilised where possible and these include:

Youthpass

Every young person taking part in a volunteering activity is entitled to receive a Youthpass certificate. Youthpass describes and validates the non-formal and informal learning experience acquired during the project (i.e. learning outcomes).

Youthpass can also be used during the project activities as a tool to help participants to become more aware of their learning process. For support and more information on Youthpass, please consult the publications page on [Youthpass website](#). You can find a variety of publications that explain the key competences of Youthpass, like '[Youthpass in the EVS Training Cycle](#)', '[Youthpass Unfolded](#)' and other useful information on the website, like [leaflets](#), [newsletters](#), [games](#) or [essays](#).

Through the Youthpass process, reflection on learning becomes more structured and the educational value of the project is strengthened. It makes the learning of the participants more conscious. By putting emphasis on the learning processes and outcomes, it raises the participants' awareness of learning in a diversity of contexts and helps them to reflect on their learning wishes and needs.

Europass

The UK NA recommends using [Europass](#) to validate the participants time spent on a placement. Europass is a European wide initiative that aims to help individuals to present and document their skills and qualifications

in a clear and transparent way throughout Europe. Europass consists of five documents that enable potential employers to understand which subject has been studied, what training has been completed and how much experience has been gained.

Language Recognition

The portfolio of Europass documents includes the [Europass Language Passport](#) which provides a way of validating skills gained on placement as well as adding information about other language training (either formal or informal) an individual may have received.

4.1.12 Evaluation

Evaluation is a key process within your project as it allows you to measure to what extent you have met the aims of the project and identify where improvements can be made. You should **evaluate the performance of the project throughout its lifecycle and as soon as the project has finished** in order to guarantee an accurate recall of events.

When planning your evaluation strategy you could start by asking yourself:

- What are you evaluating?
- Who should be involved?
- What methods should you use?
- When should you evaluate?
- How should you use your findings?

To help you answer these questions, you should check your application as you will be expected to follow the evaluation plans set out there.

The following hints and tips should be of help with your evaluation strategy:

- Involve all parties who had a role in the project, such as participants, host organisations and any other project partners.
- Circulate the results of the final evaluation to appropriate personnel and senior management in order to increase dissemination and impact at the organisational level.
- Identify the key improvements that need to be made in subsequent funding applications as the assessors of any future application would expect to see that the results of your past evaluations have been taken into account in the planning of that project.
- In the Final Report to the UK NA explain how the different forms of evaluations received have led to changes in the project and training provision, but if no changes have been made, please give reasons why.
- Please remember to evaluate each area of the project lifecycle, from the usefulness of your preparatory activities right through to your dissemination techniques.

Alongside your own evaluation processes, all participants in your activities (excluding accompanying persons) must submit a participant report via the Mobility Tool+. This is another way for you to evaluate the project and its impact on the individuals. More information about participant reports can be found in section 'Financial Management of Your Grant'.

4.1.13 Impact

The European Solidarity Corps Guide defines impact as **“the effect that the activity carried out and its results have on people, practices, organisations and systems”**. In order to be considered as best practice and to support high quality within your project, you should place a focus on impact at all levels throughout the project lifecycle.

Why is impact important?

Hopefully making an impact is what has driven your organisation to apply for European Solidarity Corps funding, as you wish to improve training practices and provisions in your area, region and the partner organisations' localities. Impact is also very important because it is one key area against which your project will be assessed by the UK NA, so that we are able to offer support when needed and spread the word about what can be achieved with the awarded funding. As a result, it is imperative that you are clear from the start about what impacts you want to achieve with your project and you set up appropriate mechanisms to measure these impacts.

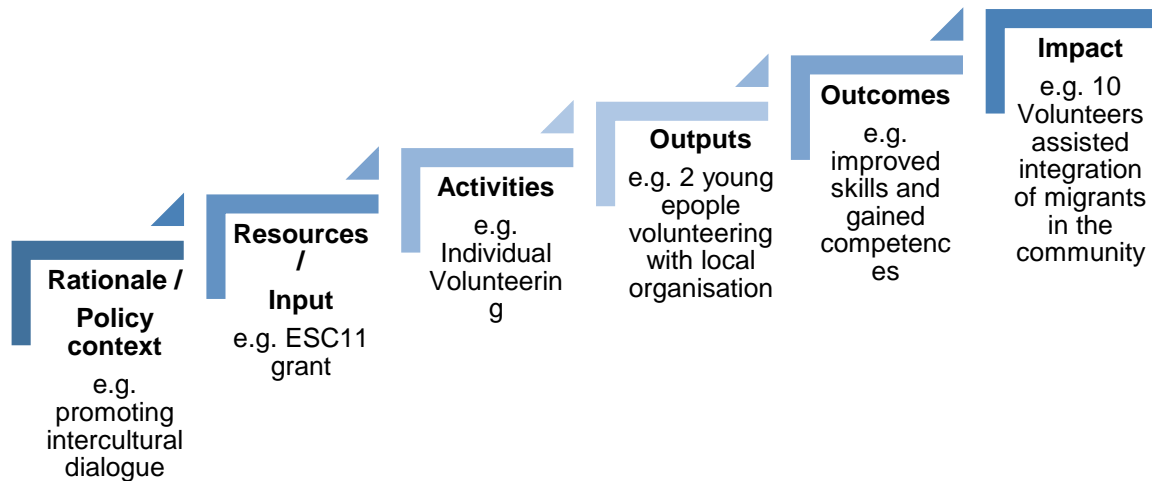
The UK NA will ask for information about your project's impact during UK NA monitoring activities, the Progress/Interim Report (where applicable) and the Final Report. Whilst detailed guidance is provided before you submit your Final Report, you should understand that the impact on participants and on the participating organisations is one of the three key assessment areas of your project.

Important note

Do not just wait for your Project Officer to ask about the impact of your project during regular NA monitoring activities. Give them a call or email them to let them know about your project successes! They might even put your project forward for a case study, which could be promoted on our website or at our events around the UK.

Creating impact

The model below shows how you can create impact and gives examples to illustrate each step of the process. This starts from identifying the rationale for your project activities, i.e. the needs of your participants and any other relevant stakeholder(s). This establishes a baseline from which progress can be measured. You should then make sure that all the project activities and results fit well with your rationale.



How to report effectively on impact at the Final Report stage

Check your application to remind yourself of the project's expected impact and the methods you plan to use in order to create and capture such impact. At the Final Report stage, you will be expected to report as a minimum on your planned impacts and actions, but feel free to add to your original plans supplementary information, such as unexpected impact(s).

Avoid copying and pasting the information included in the application form into your Final Report: your report should contain meaningful detail about what impacts were actually achieved, whether targets were met and, if not, why.

If the timeframe for submitting your Final Report does not allow you to see impact in the medium- to long-term, please detail how you intend to evaluate this in the coming future.

Measuring impact - Hints and Tips

Here are some practical suggestions to evaluate the outcomes and impacts of your project:

- Use an **evaluation form** that participants can complete to evaluate different aspects of the placement as well as the impact it has had on them. Ask participants to complete forms **at different stages of the project**, so they can better measure the developments and differences. For instance, they can fill in forms before, during and after their placement, as long as the evaluation form contain the same type of questions in order to allow you to draw comparisons.
- If you have a small number of participants you could **also interview them** at different stages.
- **Don't just involve your participants, but also others who work with them**, e.g. line managers and the end users. You could also ask a member of staff to observe the training that is delivered before and after the placement.
- For short periods, give participants **daily diaries** which ask how the activities undertaken have impacted on their needs and met the aims they have set for themselves. Be clear with your

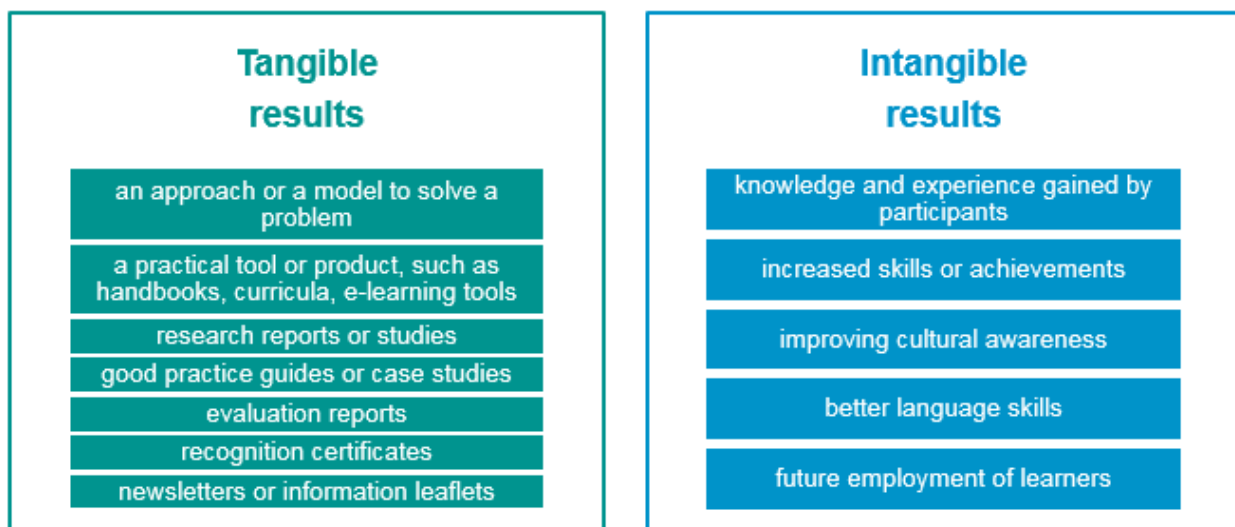
participants that these diaries are not a private account and that they will be shared. A common format would help with this.

- Explore some **innovative evaluation tools** such as [Blobtree](#). This tool uses a simple cartoon image of non-specific characters and asks you to consider which character you most identify with. It could be suitable if you are trying to elicit views from participants who may not be comfortable expressing themselves verbally.
- Use any **existing KPIs** within your department or organisation and link them to your project.
- Don't be shy of engaging with **your partners** and ensure that you capture any impact on them, such as an increased capacity to co-operate at European/international levels.
- Although with projects the most immediate impact is likely to be on the participants, don't forget to capture the **full impact** the project has had or will have on other stakeholders and your organisation as well as on people at all levels of the project, including partners and yourself as a project manager. Additionally, you will have to look at the impact your project has on the community itself.

4.1.14 Dissemination

Dissemination is the process of communicating project **results, successes and outcomes** as widely as possible. You should aim to implement the dissemination plan outlined in your application form, while continually building on this. An effective plan encompasses why, what, how, when, to whom and where.

Dissemination activities should be considered throughout the project lifecycle, including during and after the funding period, and they should link into your evaluation strategy. Dissemination should consist of both **tangible outcomes** and **intangible outcomes**, such as skills and personal experiences that both project organisers and participants have acquired.



Dissemination is an integral part of all European Solidarity Corps funded projects and should raise awareness about your project as well as highlight its outcomes. Participants, beneficiary organisations and host organisations should all be involved with the dissemination activities. Good practice and lessons learnt should be implemented within participants' own organisations and through wider local, regional, national and/or European networks.

Projects which have good results on a participant level and on a wider scale may be used as case studies featured on the European Solidarity Corps website and in other media, which is another way of disseminating outcomes and impacts that the project has had on the participants, organisation and wider community. If possible, it would be beneficial to not only send written information, but also photographic evidence and/or videos of the participants on placement. If you would like to submit a case study to share the story of your European Solidarity Corps experience or to feature in our marketing and promotional materials, please let us know.

European Solidarity Corps Project Results Platform

The European Solidarity Corps Project Results Platform (ESCPRP) is a web-based dissemination platform, which offers a comprehensive overview of all European Solidarity Corps funded projects and highlights good practice examples and success stories. It will serve several different purposes:

- Transparency, as it will provide a comprehensive overview of all projects funded under the initiative (including project summaries, funding figures, URL links, etc.);
- Accountability; and
- Inspiration.

The tool is useful in disseminating the outcomes of your project and makes available any tangible resources, products, deliverables and outputs that have resulted from projects funded under the Corps as well as from a selection of projects funded under the previous programmes/initiatives. The platform is a potential source of information and serves as a project database and a community of practice for projects.

The summary of your project, submitted in your application, will be automatically published on the platform and you are encouraged to update the platform with your project outcomes and results, where relevant, during the lifetime of your project. The platform gives more visibility and exposure to particularly high-performing projects, making it a useful tool to find new partners or projects of interest to you. You should review your contact details regularly and ensure these regularly updated.

The European Solidarity Corps Project Results Platform is currently under development (and is expected to be launched in 2019).

European Union (EU) Emblem

Whether you are directly responsible for management of your project or promoting the funding opportunities available, **you are required to use the European Commission's emblem and associated wording** for any project outputs and promotional materials produced, and to publicly acknowledge the support received from the European Union, which includes events, conferences and seminars.

When acknowledging the support received there is a range of ways to display the emblem such as shown below:



Downloadable templates and full branding guidelines for European Solidarity Corps projects in the UK are available on our [website](#) together with a guide to using the EU emblem.

4.2 Financial Management of your Grant

Your European Solidarity Corps grant is regarded as a contribution to your project costs and is not intended to cover the total cost of running your project. Grants are awarded on a per participant basis under the following budget headings:

- Travel
- Exceptional Costs for Expensive Travel (if applicable)
- Organisational Support (Project Management Costs and Activity Costs)
- Inclusion Support (if applicable)
- Pocket Money
- Linguistic Support (only for Individual Volunteering activities longer than 2 months)
- Exceptional Costs (if applicable)
- Complementary Activities (if applicable)

Throughout the project life cycle, you must ensure you have clear financial reporting mechanisms in place to manage your European Solidarity Corps grant. At the Final Report stage, only evidence for expenditures incurred under Exceptional Costs and Complementary Activities need to be provided. **Evidence for the other budget headings should be kept in case of an audit.** You will be required to manage and report on your project finances via Mobility Tool+ on a regular basis.

Important note

In line with Annex III (GA) / Annex III in Annex VI (FA) in order to report activities for claiming funds you will have to ensure there is a proof of attendance of the activity in the format of a declaration signed by the participant and the host organisation, specifying the name of the participant, the name of the organisation, the purpose of the activity, as well as its starting and end dates.

4.2.1. Audit Arrangements

It is a requirement that you set up an appropriate accounting system which identifies all sources of funding and expenditure relating to the project and incurred during the contracted period.

The European Commission may request an external audit or wish to arrange a random inspection of project accounts after the project has been completed. You are therefore required to keep all original documents relating to the implementation and financial management of the **project for a period of three years or up to five years if your awarded grant exceeds €60,000**, after the final payment has been made. However, if your project is subject to checks and audits after the final payment or there are ongoing appeals and litigations which last longer than the periods specified above, you must keep project-related documents until these processes have been closed.

4.2.2. Reporting on Mobility Tool+ (budget categories)

Travel

Travel is based on the distance travelled per participant and is defined as the cost of the **entire (return) journey** from the point of origin to the host destination, including transfers. Travel is calculated according to the **unit cost** rates in Annex IV in GA/Annex IV in Annex VI of FA, but will be automatically calculated for you on the Mobility Tool+.

You must report **the place of origin and the place of the activity/placement** venue on the Mobility Tool+ for each volunteer of the placement. By default, the 'place of origin' is the place where the Supporting Organisation is located and the 'venue' is the place where the Host Organisation is located (registered address). If a different place of origin or venue is reported, you will need to give the reason for this difference in the Mobility Tool+.

It is important to note that travel bands will be verified at the Final Report stage and if you have incorrectly selected a higher travel band this will be reduced and reflected in your final payment. You can check the correct travel band is selected by using the [European Commission's Distance Calculator](#).

Exceptional Cost for Expensive Travel

For this budget heading, you would have had to justify at application stage that the standard funding rules (based on unit costs per travel distance band) do not cover at least 70% of the travel costs of participants. If you had this budget heading approved for a specific participant, it would have replaced their normal allocation under Travel. In Mobility Tool+ this budget heading is generated only if there was an actual request for it at application stage that was subsequently approved. If this is the case, at final report stage you will have to provide explanation as to what the departure and destination locations are and register the exact amount claimed, along with invoices/receipts to prove this cost.

Organisational Support - Project Management Costs

These funds form a contribution to costs linked to the project's management costs (for example planning finances, coordination and communication between partners, and administrative costs). They are calculated based on the number of participants in activities, excluding accompanying persons, with the following rates:

- €2,000.00 per volunteering team
- €200.00 per participant in individual volunteering
- Maximum €4,500.00 per project

These amounts have been allocated automatically by the system and will appear in Mobility Tool+ without any option to amend it.

Organisational Support - Activity Costs

These funds form a contribution to any costs directly linked to the organisation, management and implementation of the volunteering activities and can include costs for:

- Preparation;
- the selection of participants and their preparation (pedagogical, intercultural and linguistic);
- monitoring and supporting participants during the activity;
- validating learning outcomes; and
- costs linked to subsistence of participants (for both volunteering activities and Advance Planning Visits)

Organisational Support is provided in a form of a **unit cost** calculated per day of activity per participant, including accompanying persons. The list of all applicable rates can be found in Annex IV of GA / Annex IV in

Annex VI of FA. You also have the option, through agreements with your partners, **to share the Organisational Support funds awarded with those organisations that actually bear the costs.**

Inclusion Support

This budget heading is calculated on a **unit cost** basis, according to the country of destination and the duration of the activity. The costs are directly linked to the implementation of **volunteering activities involving participants with fewer opportunities, including participants with special needs** (e.g. preparation, reinforced mentorship, monitoring and support of participation), excluding subsistence and excluding accompanying persons.

Costs for reinforced mentorship would have been requested in cases where additional mentoring time and meetings are required to support a volunteer with fewer opportunities in completing their volunteering placement. Reinforced mentorship targets successful implementation of the project, enabling the volunteer to gain as much autonomy in this as possible, and may include measures for personal support. All requests for reinforced mentorship costs will need to be justified, and the measures to support the volunteer(s) clearly described, with a full breakdown costs included. Please note that reinforced mentorship is to support participants with fewer opportunities only.

This budget heading is generated in Mobility Tool+ only if participants have been recorded at application stage as having fewer opportunities or special needs. Further to this, it is important to note that, when recording your volunteers in Mobility Tool+ you will have to specify if they are with fewer opportunities or special needs, and the system will allocate the specific amounts accordingly (based on the rate for the host country and actual duration of the activity).

Pocket Money

Pocket Money budget heading is defined as the **contribution to additional personal expenses** incurred by participants during the activity, excluding accompanying persons. It is calculated on a **unit cost** basis and is payable according to the country of destination and the duration of the placement, based on an established unit cost rate.

Travel days should also be included if applicable, in which case you will receive Pocket Money for those days as well, but only if this has been included in your original application and approved by the NA, or if this is resulting from a budget transfer.

When making payments to participants, you may do this in the form of a bank transfer, pre-paid payment cards or if this is not possible, in cash. **Participants must receive all of the Pocket Money funding awarded to them** and this can be done in one or a combination of the following two ways.

You can either:

- transfer the allowances in full to participants so that they can make their own arrangements, **or**
- make suitable arrangements on behalf of the participants in order to ensure all relevant costs are covered appropriately.

Important note

Beneficiaries are required to retain evidence of payments to participants in all instances. This may be in the form of invoices for payments made directly by the partners or in the form of receipts/ bank transfers signed by the participants. During On the Spot Checks, the UK NA will require this evidence to be provided and alongside any other supporting materials to verify the reality and eligibility of activities undertaken..

European Solidarity Corps participants must receive the full amount of Pocket Money calculated for the entire duration of their placement. If cash payments are made to participants, you are required to obtain **signed receipts** from the individuals concerned. For longer-term placements, you should pay Pocket Money allowances directly into participants' bank accounts in **instalments** and keep appropriate evidence of this expenditure.

Linguistic Support

For languages not covered by the Online Linguistic Support (OLS), Linguistic Support can be claimed for activities lasting at least 2 months. Linguistic Support can only be given to participants who undertook language preparation in the language required for their activity.

You should use the Mobility Tool+ to report whether language preparation was given to each participant using the Linguistic Support funding. The Mobility Tool+ will calculate the grant amounts for Linguistic Support based on the **unit cost** rate (EUR 150.00 per participant).

You can find more information on the OLS and start with the language assessment on its dedicated [website](#).

Exceptional Costs

This budget category covers the following **actual costs**:

- costs for providing a financial guarantee, if the National Agencies asked for it;
- financial support for expensive travel costs (as explained above under 'Exceptional Costs for Expensive Travel' section);
- visa and visa related costs, residence permits, vaccinations, medical certifications; and
- costs to support the participation of young people with fewer opportunities or with special needs on equal terms as others not covered by any other unit cost budget category.

100% of eligible costs claimed under Exceptional Costs will be reimbursed (up to the amount awarded for this budget category), on the condition that relevant invoices and receipts are provided and sent by post to the UK NA.

To claim Exceptional Costs, you should report the type and cost of these expenses in the Mobility Tool+ within the relevant activity and comment on what the money was spent. Please refer to Annex III (GA) / Annex III in Annex VI (FA) for the information on the supporting documentation required for this budget heading.

At the Final Report stage, you will be required to provide the proof of payment for the incurred costs based on invoices specifying the name and address of the body issuing the invoice, the amount and currency as well as the date of the invoice.

In case of Financial Guarantee costs, 75% of eligible costs will be refunded and up to 80% of eligible costs for expensive travel. For the costs related to a financial guarantee, you will need a proof of the cost of the financial guarantee issued by the body providing the guarantee to the beneficiary; it will have to specify the name and address of the body issuing the financial guarantee, the amount and currency of the cost of the guarantee, and the date and signature of the legal representative of the body issuing the guarantee.

4.2.3. Eligibility of Costs

Throughout your project you need to ensure that the costs you incur are in line with the budget approved by the UK NA, as shown in Annex II (GA) / Annex II in Annex VI (FA). If you wish to make changes to your budget during the project lifetime, please double-check which procedure you need to follow: (a) the rules set out in the Article I.3.3 (GA)/ Article 3.3 in Annex VI (FA), or (b) submit a Contract Amendment Request to your Project Officer at the UK NA. This will ensure that costs incurred based on your revised budget are eligible.

The Grant Agreement/Framework Agreement and the European Solidarity Corps Guide provide key information regarding the eligibility of costs. The below table points you to the direction of key sections within the documents that you should review.

| Topic | Location of relevant information in the Grant Agreement (GA) or Framework Agreement (FA) | Location of relevant information in the 2018 Corps Guide |
|--|--|--|
| Eligibility of costs incurred under budget headings based on unit cost contributions | Article I.1, Annex III (GA) / Article I.1, Annex III in Annex VI (FA) | N/A |
| Eligibility of costs incurred under budget headings based on reimbursement of actual costs | Article II.1, Annex III (GA) / Article II.1, Annex III in Annex VI (FA) | p. 69 – 70, ‘Eligible costs’ |
| Eligibility of project activities | Article III, Annex III (GA) / Article III, Annex III in Annex VI (FA) | N/A |

| | | |
|--------------------------------------|--------------------------------------|--------------------------------|
| Eligibility of Value Added Tax (VAT) | Article II.19.2, Annex I (GA and FA) | p. 70, 'Value Added Tax (VAT)' |
| Ineligible costs | Article II.19.4, Annex I (GA and FA) | p. 70-71, 'Ineligible Costs' |

Please note that VAT only relates to costs incurred under budget headings based on reimbursement of actual costs, i.e. Complementary Activities and Exceptional Costs.

4.2.4 Subcontracting

Your organisation and staff are expected to complete the project management and implementation of your European Solidarity Corps project. These **core tasks cannot be sub-contracted** as outlined in Article II.11 of the General Conditions contained in Annex I (GA and FA).

The aforementioned article also outlines the additional conditions which need to be followed if you do find that you want to subcontract tasks forming part of the project and those should be read before entering into any subcontracting arrangements.

Page 76 of the 2018 Corps Guide also provides information on sub-contracting and award of procurement contracts.

If your project is not being managed by someone directly employed by the applicant organisation, a supporting organisation or a host organisation within the project, then the UK NA will consider them a sub-contractor and therefore the applicant organisation must comply with the above articles in order for their activities to be viewed as eligible.

Furthermore, **the activities that a sub-contracted organisation or individual can deliver in the project is also limited to non-core project activities.**

Important note

Ineligible costs

Please note that any payments for contributions in kind from third parties are not eligible under the financial rules of the European Solidarity Corps. For example, any work carried out on your behalf to support submitting an application cannot be paid for by any part of the grant from your successful application.

4.2.5 Exchange Rates

Please note that the UK NA will make all grant payments in Euro.

You are strongly advised to set up a Euro bank account as costs incurred because of exchange rates will not be covered by the grant.

For projects that received a pre-financing payment, to convert any costs incurred in currencies other than Euro, as per Article I.4.9 in Special Conditions (GA) / Article 4.6 in Annex VI – Special Conditions (FA), you should use the monthly exchange rate established by the Commission and published on its website (<http://ec.europa.eu/budget/graphs/inforeuro.html>) on the day you received your pre-financing payment from the NA. You must use these exchange rates until the date of the next pre-financing payment, where the same process applies.

For projects without pre-financing, you should use exchange rates based on the monthly accounting rate established by the Commission and published on its website (<http://ec.europa.eu/budget/graphs/inforeuro.html>) applicable on the day when the agreement is signed by the last of the two parties. You must use these rates until the end of your project.

4.3 Participant reports

All participants undertaking a volunteering activity should complete their own individual participant report. Once a participant has finished his/her placement and the relevant information is completed into Mobility Tool+, the tool will automatically send the participant report via email to each participant to complete. Therefore, it is important to keep the Mobility Tool+ up-to-date with ongoing activities details. Participants should complete reports as soon as possible upon return from their placement, so it is a good idea to schedule an event for participants to complete their reports together soon after the end of the placement.

The automatic email from Mobility Tool+ providing the link to the participant report will state “*Do not reply*” in the title and may go to the participant’s spam folder. It is important to advise your participants of this to ensure that they do not delete this email. If participants do delete the email, you can resend them the link to their Participant Report via the Mobility Tool+. Mobility Tool+ will send the link overnight, so the participant should wait 24 hours for the new link to be received. Please see the [EC Online Guide for using the Mobility Tool+](#) for more information.

A participant report is a very simple online questionnaire completed through EUSurvey and it covers the following areas:

- Identification of the Participant and General Information.
- Competences developed by Participants.
- Professional Development.

- Certification and Formal Recognition.
- Overall Evaluation.
- Conclusions, Personal Comments and Recommendations.
- Publication and Usage Rights of the Information and of the Email Address.

4.4 Payment Arrangements

Each project will have a different payment structure. A typical payment structure will be as follows:

| Payment Structure | First Payment | Second Payment | Final Payment |
|---|---------------------------|----------------|---|
| Standard for a majority of European Solidarity Corps projects | 70% of total grant amount | - | Up to 30% of total grant amount and on the approval of the Final Report |

Organisations that have a weaker financial capacity, poor liquidity, poor track record in terms of repayment of refunds, late reporting, loss of financial documents and/or loss of travel evidence may be subject to a different payment structure at the discretion of the UK NA.

You have been notified of your payment structure upon receipt of your Grant Agreement/Framework Agreement, details of which will be contained within.

The first pre-financing payment will be made automatically and no later than 30 days after the contract has been signed by both the UK NA and the beneficiary. The final payment will be made no later than 60 days after submission of a satisfactory Final Report and associated documentation to the UK NA.

Please note that the UK NA will make all grant payments in Euros. You must ensure that your bank account can receive the funds in Euros as the UK NA is not responsible for any delay caused as a result of the bank account's inability to receive such payment(s). **It is advisable to set up a Euro bank account as costs incurred because of exchange rates or bank transfers will not be covered by the UK NA or your European Solidarity Corps grant.**

If your payment structure is subject to a second pre-financing payment you will be required to submit an Interim Report to the UK NA by the date specified within Article I.4.3 (GA) / Article 4.3 in Annex VI (FA). The second pre-financing payment will be made no later than 60 days after submission of a satisfactory Interim Report **and** if you have spent at least 70% of your first pre-financing payment. If 70% of your first pre-financing payment has not been spent, your second pre-financing payment will be made once this condition has been met.

4.5 Beneficiary Reports

4.5.1 Interim Reports

Some beneficiaries will be asked to complete an Interim Report due halfway through the project lifecycle, as detailed in Article I.4.3 (GA) / Article 4.3 in Annex VI (FA). **For beneficiaries that receive less than 70% of the total grant amount for their first payment, an Interim Report will need to be submitted in order to request the next pre-financing instalment of your grant.**

The Interim Report is a document that asks you to provide **a comprehensive overview** of how the project has been implemented and to provide budget information detailing how the grant has been spent to date, including evidence where applicable.

At present, the Interim Reports are in a Word document format that will be sent to you along with comprehensive beneficiary guidance by the UK NA to complete before it is due. However, the European Commission is currently planning to integrate this into the Mobility Tool+, so be aware that you may be asked to complete and submit this in the same way as your Final Report, i.e. via the Mobility Tool+.

4.5.2 Final Reports

All beneficiaries are required to submit a Final Report via Mobility Tool + within 60 days following the end of their contracted project end date, as specified in Article I.4.4 (GA) / Article 4.4 in Annex VI (FA). The period for payment of the balance can therefore only start after the end of the project date and whilst you are able to view and edit the narrative part of the report, **your Final Report must not be submitted prior to the end of the project's contracted end date as specified in Article I.2.2 (GA) / Article 2.2 in Annex VI (FA)**. Although the main placement may be completed in advance of the project end date, other activities are included in your project, such as the full evaluation of activities and dissemination, are expected to take place until the end of your project's contracted period. Failure to carry out these other activities in full up to the contracted end date of your project will lead to the early submission of your Final Report to be treated as a termination of the project. It may also result in the quality assessment of your Final Report identifying that your project has been poorly and/or partially implemented, which could result in a reduction to the final grant amount, as detailed below and in Article II.25 of Annex I (GA and FA).

Under the 2018 Call, the beneficiary report must be submitted via the Mobility Tool+. For more technical guidance on how to access your Final Report, please refer to the comprehensive [EC Online Guide for using the Mobility Tool+](#).

All beneficiaries must also gather and retain all necessary information and supporting documentary evidence for expenditure for certain aspects of your grant. Supporting documentation relating to Exceptional Costs and Complementary Activities (if applicable) needs to be sent to the UK NA via registered mail. Failure to produce

supporting documentation may result in a given cost being deemed ineligible for funding. Information about the supporting documentation required for the Final Report can be found in Annex III (GA) / Annex III of Annex VI (FA).

The UK NA will notify you when the final report is due and provide comprehensive Final Report Beneficiary Guidance in good time for you to complete and submit it by the deadline date.

| Important note |
|--|
| Final Report must be submitted online and on time for the final payment to be released (upon a successful assessment of the report). Failure to report or report correctly will result in some of the European Solidarity Corps funding being withdrawn and a request for recovery being issued. |

Final Report content

Your Final Report will be made up of a qualitative and financial section which will be used to assess the extent to which your project was completed in line with your initial application. Once the UK NA has assessed your Final Report, you will receive a Final Report outcome letter with the score along with the amount of the final grant instalment.

| Final Report Sections | Volunteering Projects (ESC11) | Volunteering Partnerships – Annual Agreements (ESC13) |
|-----------------------------------|-------------------------------|---|
| General Information | ✓ | ✓ |
| Context | ✓ | ✓ |
| Project Summary | ✓ | |
| Overview of project outcomes | ✓ | |
| Impact | ✓ | |
| Project Implementation | ✓ | |
| Project Activities | ✓ | ✓ |
| Participants’ Profile | ✓ | ✓ |
| Learning Outcomes | ✓ | |
| Project management and governance | ✓ | |

| | | |
|------------------------------|---|---|
| Future Plans and Suggestions | ✓ | |
| Budget | ✓ | ✓ |
| Annexes | ✓ | ✓ |

How will my Final Report be assessed?

The Final Report will be assessed by expert assessors on the basis of quality criteria and scored out of a maximum total of 100 points. If the Final Report scores less than 50 points in total, the UK NA will reduce the final grant amount on the basis of poor, partial or late implementation of the project even if all activities reported were eligible and actually took place. **Your Final Report should therefore be detailed and provide examples of best practice and achievements** where possible, and explain any issues experienced and how you tried to overcome them to meet the original aims and objectives of the project.

The Final Report will be assessed using a common set of quality criteria focusing on:

- The extent to which the action was implemented in line with the approved grant application.
- The quality of the learning outcomes and impact on participants.
- The impact on the participating organisations.
- The impact on the local community.
- The quality of the practical arrangements provided in support of the placement, in terms of preparation, monitoring and support to participants during their placement.
- The quality arrangements for the recognition/validation of the learning outcomes of participants.
- The extent to which the grant amounts due to participants were transferred to them in accordance with the contractual provisions set out in the agreement between the beneficiary and the participant, following the template provided in Annex V (GA / Annex V of Annex VI (FA)).

In accordance with Annex I and Annex III (GA) / Annex I and Annex III of Annex VI (FA), your final grant amount will be subject to reductions for poor, partial or late implementation of the project, which will be applied to the final grant amount for Organisational Support and will be of:

- 25% if the Final Report scores between 40 and 49 points both included.
- 50% if the Final Report scores between 25 and 39 points both included.
- 75% if the Final Report scores between 0 and 24 points both included.

Poor, partial or late implementation of the project may also be established by the UK NA on the basis of the reports from individual participants taking part in the activities.

Desk Checks

Some projects will be selected randomly to receive a Desk Check which will be undertaken after the Final Report is received by the UK NA. If your project is selected for a Desk Check, the UK NA will request original copies of supporting documentation to evidence the 'triggering event' and the eligibility of costs claimed in the Final Report in order to establish the final approved grant amount.

5. More Help and Advice

Please remember that this Handbook only covers the main areas of the project lifecycle and that the guidance is supplementary to your Grant Agreement/Framework Agreement and annexes, which you should always refer to first when checking contractual requirements. Please continue to refer to the 2018 European Solidarity Corps Guide during your project to ensure you are managing your grant in accordance with the Corps rules. Your Project Officer is on hand to help you with any queries you may have regarding your project. You are advised to contact them directly and in the first instance, via the contact details that have been provided to you with your countersigned Grant Agreement/Framework Agreement. Please quote your project reference number in all correspondence with the UK NA. You can contact the wider European Solidarity Corps Team by:

Helpline email: eusolidaritycorps@ecorps.com

Office working hours (excluding public holidays):

Monday - Thursday 09:00 - 17.30

Friday 09:00 - 17:00

You can expect a response to emails and voicemails within two working days.

Social Media

You can also keep up-to-date with the European Solidarity Corps by connecting with us through our social media channels. We advertise events, deadlines and further information through the following channels:



Sign up to our newsletter - <https://eusolidaritycorps.us18.list-manage.com/subscribe?u=5432ce516969b56fd6ea361cc&id=38f50add9f>



Follow us on Twitter - @eucorps_UK / https://twitter.com/eucorps_UK



Like us on Facebook - <https://www.facebook.com/EUSolidarityCorpsUK>



View our [European Solidarity Corps UK YouTube channel](#)

