

# European Solidarity Corps Quality Label (ESC52)

Guide for Applicants

Deadline: Ongoing throughout the year

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# Part I – Introduction to Quality Label

## I. What is the Quality Label?

In order to participate in the European Solidarity Corps activities, organizations are required to have a Quality Label. The Quality Label is required in order to ensure compliance of the participating organizations with the principles and objectives of the European Solidarity Corps, as regards their responsibilities during all stages of solidarity activities. The Quality Label is an organization's **entry ticket** for the European Solidarity Corps. It is a prerequisite for participation in Volunteering, Traineeships and Jobs, but does not automatically lead to a European Solidarity Corps project grant.

## II. How does it work?

An organization can apply for different scopes and roles of Quality Label, depending on the Actions it wishes to be involved in, as well as for a combination of several Quality Labels:

- Quality Label for Volunteering – supporting and/or host role
- Quality Label for Traineeships
- Quality Label for Jobs

An organization can apply directly to obtain the Quality Label or an organization can apply on behalf of organizations linked to it by legal or capital links as affiliated entities, which are considered as Dependent Entities. In this case, the applicant organization must monitor, and accept to be accountable for; the quality and safety of the activities offered by the Dependent Entities on which behalf it is applying, as well as accountable for the appropriate skill development and learning opportunities of the young participants.

The accreditation of the European Voluntary Service (EVS) and Erasmus+ volunteering will be considered equivalent to the Quality Label during this programming period. Therefore, organizations having been accredited under these programmes do not need to apply for the Quality Label for Volunteering Projects. The accreditation for coordinating organizations and the accreditation for sending organizations will be considered as a Quality Label for volunteering, for the supporting role; the accreditation for receiving organizations will be considered as a Quality Label for volunteering for the host role.

## III. Duration

The Quality Label is awarded for the entire duration of the programming period (2018-2020) and will remain valid until the end of the last project in which the organization is involved, implemented through a grant of the current programming period. The bodies in charge of the Quality Label may carry out regular or punctual controls to verify that the organizations holding a Quality Label still meet the quality standards. Following these controls, the Quality Label may be temporarily suspended or withdrawn by the awarding bodies (e.g. National Agency or Executive Agency).

#### IV. Deadline

The applications for the Quality Label can be submitted on a continuous basis (i.e. at any time) during the programming period.

#### V. Who can apply?

The Quality Label is for organizations that are willing to support or host participants. To obtain the Quality Label, the applying organization must be clearly identified. A Quality Label application should not refer to the entirety of a complex organization with numerous departments and/or branches in general terms. The information entered on the form should make clear the location and the project environment in which the placement will take place.

**ATTENTION!** : Informal groups and a de facto association without legal personality cannot submit applications for Quality Label.

#### VI. Roles and Scopes of Quality Label

An organization can apply for different scopes and roles of Quality Label, depending on the Actions the organization wishes to be involved in, as well as for a combination of several Quality Label:

-  Quality Label for Volunteering (Hosting and/or Supporting)
-  Quality Label for Traineeships (Hosting and/or Supporting)
-  Quality Label for Jobs (Hosting and/or Supporting)

#### VII. Application Types

When applying for a Quality Label, organization must choose between a standard and an umbrella application.

- **Standard applications** are those that any organization submit which they will do solely on the organization's behalf.
- **Umbrella applications** are for large organizations that have several entities or branches in one or several participating countries. When these entities or branches are separate legal entities, but with which the applicant has a capital or legal link, the applicant may submit an umbrella application on behalf of these entities. If the applicant organization and its affiliated entities are based in the same country, the application must be submitted to the National Agency of that same country. If they are based in several countries, the application must be submitted to the Executive Agency.

#### VIII. How to apply?

The application must be submitted using the official form and parts of it (clearly identified) will be published on the European Solidarity Corps platform. Thus, submitting the form entails the publication of such parts of the application. The external assessors will get in touch with the contact person provided on the Quality Label application form. They may have questions, and will arrange interviews and visits to the organization as required.

Before submitting a Quality Label application, a PIC number (Participant Identification Code) is needed, which can be obtained through the Participant Portal. If your organization already has a PIC number, it must apply for the Quality Label using that PIC number. Finally, for umbrella applications, note that all organizations intended to be covered by the application (Applicant and Dependent Entities) must have a valid PIC number.

#### **i. Personal Identification Code (PIC)**

Before applying for funding (by submitting a project proposal), all organisations (partners) involved in the project must first be registered with the Commission. To do so the organisation must register for a Participant Identification Code, or PIC, a unique code that identifies an organisation.

Follow the below steps which will guide you through the process:

1. Registration of organisation
2. Validation of organization – LEAR appointment and Financial viability check
3. Data update

More information on this can be found in the Portal FAQs and User Guide. One can also visit the IT helpdesk to for answers to your questions about the Participant Portal tools and processes.

On completing registration, you will receive a 9-digit Participant Identification Code (PIC) – to be quoted in your proposal and in any correspondence with the Commission. Furthermore, remember that if you intend to name another organisation as a partner in the application form, they also must have a PIC.

#### **ii. Duplicate PICs**

If someone creates a new PIC for your organisation while you already have one, your LEAR or Account Administrator should contact the Validation Services via the messaging tool in the Beneficiary Register (My Organisations page on the Participant Portal) so that they transfer any information related to this duplicate PIC to the correct PIC.

Legal Entity Form – Individual

Legal Entity Form – Private Companies

Legal Entity Form – Public Entities

Financial Identification Form

#### **iii. Video Tutorials**

How to apply for a PIC

## **IX. Where to apply?**

National Agencies in your country or EACEA, only in case of:

- i.** Europe-wide networks or platforms of organizations (umbrella applications);
- ii.** National public authorities and services (e.g. government ministries, national civic services etc.);
- iii.** Placements run with the support of other EU programmes than the European Solidarity Corps, providing volunteering, traineeship or job opportunities.

## **X. When should an organization apply for the Quality Label?**

An organization can only apply for a Volunteering project if they have been approved for Quality Label by the application deadline; however, non-applicants (e.g. supporting or hosting organizations) can apply later, but must be approved for Quality Label before they are involved in any activities.

Processing a Quality Label application takes about eight weeks, but organizations should plan for more time before project application, to minimize the risk of a possible delay jeopardizing the eligibility of their project application. Quality Labels are, in principle, given for the whole duration of a Programme period. Based on random sampling (size of the sample to be established based on risk assessment) and/or targeted checks (for instance because of participants' feedback), the labelled organizations are subject to periodical monitoring by the National Agencies and EACEA. The result of the checks may lead to the withdrawal of the Quality label or its suspension.

## **XI. Assessment Procedure**

Applications shall be assessed by one or two evaluators who are external experts hired under conditions that avoid conflict of interest. The assessment comprises a desk check and a phone interview or - if deemed necessary - an on-the-spot monitoring visit of the organization's premises.

Evaluators assess organizations based on the set requirements and supporting evidence submitted. They can recommend either one or a combination of the following:

- Awarding the Quality Label;
- A Quality Label that limits the number or type of placements, or functions (when compared to the application);
- A Quality Label bound by specific conditions, under which certain types of placements/locations/functions could be accepted;
- A Quality Label subject to specific monitoring measures
- The evaluators may also propose to refuse awarding the Quality Label.

Where an application for a Quality Label does not result in an award of the Quality Label as applied for, the applicant organization shall be informed in writing about the rejection reason(s). In case an application receives a negative decision, the organization, based on the feedback received, can re-submit an application.

## **XII. What is expected from the organizations?**

Organizations, depending on which type of placement and function they apply for, will need to give assurances that they comply with the principles and requirements of the European Solidarity Corps Charter, by providing information on the following subjects:

Supporting Organisation	Hosting Organisation
<ul style="list-style-type: none"> <li>● <b>Before the activity:</b></li> <li>● Select and match registered candidates in the European Solidarity Corps or support the registered candidates to find suitable opportunities</li> <li>● Ensure that the volunteer signs a volunteering agreement, which include a learning and training component.</li> <li>● Encourage the participant to enrol and take part in the general online training</li> <li>● Ensure that the participant receives support in carrying out language preparation (if applicable, support to carry out the online language course and assessments; provided by the Commission)</li> <li>● Provide adequate preparation for the participant before departure, according to the individual needs and in line with the Training and Evaluation Cycle</li> <li>● Ensure the participation of the participant in the pre-departure training session, if organised by the National Agency or SALTO (if applicable)</li> <li>● Ensure that the participant is in possession of the European Health Insurance Card and is covered by the obligatory insurance plan foreseen by the European Solidarity Corps (if applicable)</li> <li>● Ensure that the participant(s) receive(s) the European Solidarity Corps Info Kit</li> <li>● Stay in touch with the volunteer and the Host Organisation throughout the activity.</li> <li>● <b>Project Management</b></li> <li>● Ensure effective coordination of the project in cooperation with all other organisations</li> <li>● Distribute the grant between all organisations</li> <li>● Carry out all or some of the administrative tasks of the other organisations involved</li> <li>● Carry out dissemination and information activities</li> <li>● <b>After the activity</b></li> <li>● Provide support to volunteer to help reintegrate them into their home community</li> <li>● Provide the volunteer with the opportunity to exchange and share experiences and learning outcomes</li> <li>● Encourage the involvement of the volunteer in dissemination and exploitation of results and learning outcomes</li> <li>● Provide guidance regarding further education, training or employment opportunities</li> <li>● Ensure the participation of the participants in the annual European Solidarity Corps event organised by the National Agency in their country.</li> </ul>	<ul style="list-style-type: none"> <li>● <b>During the activity</b></li> <li>■ Learning, mentoring and support</li> <li>■ Ensure that the volunteer attends the full Training and Evaluation Cycle</li> <li>■ Ensure that the volunteer makes proper use of their European Health Insurance Card, and only uses the insurance scheme when required by the circumstances (if applicable)</li> <li>■ 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</li> <li>■ Identify clear learning opportunities for the volunteer</li> <li>■ Provide task related support, supervision and guidance to the participant through experienced staff</li> <li>■ Provide support for the learning process and for the identification and documentation of learning outcomes, through EU or national validation tools</li> <li>■ Provide support to volunteers undertaking language courses</li> <li>■ Identify a mentor who is responsible for providing to the participant(s) <ul style="list-style-type: none"> <li>○ personal support</li> <li>○ Support to carry out a self-reflection, identification and documentation of the learning outcomes of the activity (through the use of EU or national validation tools).</li> </ul> </li> <li>■ Encourage contact with other European Solidarity Corps participants whenever possible</li> <li>■ Provide opportunities to integrate in the local community, meet other people, etc.</li> <li>■ Stay in touch with the volunteer and the Supporting Organisation (if applicable).</li> <li>■ Remuneration and work conditions</li> <li>■ Provide suitable accommodation and meals (or a food allowance, covering also the holiday period) to the volunteer.</li> <li>■ Ensure that means of local transport are available for the volunteer.</li> <li>■ Provide the due allowance to the volunteer on a weekly or monthly basis.</li> </ul>

Furthermore, applications for Quality Labels covering volunteering and traineeship placements should also include specific information on measures preventing job substitution. Applying organizations should,

- Describe the distinctive role of volunteers/trainees in their organization and the approach to guiding them and supporting their learning;
- Ensure that volunteers/trainees do not replace regular jobholders, are not bound to work under contractual obligations similar to those applying to workers, are not taking up essential tasks for the organization's running operations and that the placement is not part of young person's regular studies or vocational training.

In addition, traineeship placements should comply with the Council Recommendation on a Quality Framework for Traineeships, while job placements need to respect national regulatory frameworks.

Based on the provided information and depending on the type of placement/function envisaged by the organization, National Agencies/EACEA shall check the organization's capacity to deliver quality placements in full compliance with the European Solidarity Corps Charter.

The award of a Quality Label is free of charge for all types of organizations.

# Part II – Applying for a Quality Label

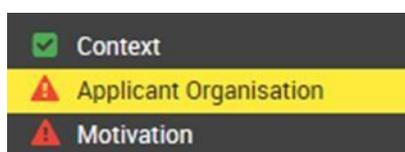
## I. Using the web-form

It is compulsory to complete the online application form when applying for European Solidarity Corps Quality Label. Please ensure you are logged in and access the correct application form (ESC52) available at <https://webgate.ec.europa.eu/web-esc/screen/home>.

## II. Introduction to the Online Forms

Before starting your application to obtain the Quality Label for the European Solidarity Corps, please have a look at the following information about the form:

- Mandatory fields are marked in red. They need to be filled-in before you are able to submit the form.
- Once all mandatory fields are filled-in and the validation rules in a section are observed, sections (shown on the top left of the page) will be marked with a check mark. If a section is marked with a red exclamation mark, it means that either there is some information missing or not all rules have been respected. Most individual questions will be marked in the same way to make it easy to identify and fix the issues:



- The form is automatically saved every 5 seconds.
- After closing the form, you will be able to access it under the 'My Applications' tab on the homepage.
- Once the form is submitted, you will be able to re-open and re-submit it until the submission enters the review cycle of the designated Agency. You can re-open the form from the 'My Applications' tab on the homepage. Under the Submission Summary page, you can access information about all submissions you made with this application form.

All the sections of the webForm will display either green or red to illustrate if a section is filled correctly or requires additional information:

Do you envisage involving volunteers who face situations that make their participation in the activities more difficult?

Yes

Please select the categories they may fall into:

Select categories...

Please allow sufficient time to complete the form, as functions such as copy and paste do not always work within the form.

### III. Technical requirements and settings needed to use the WEB application form

Web Application Forms are built on the latest standards of the web platform. The forms support all of modern browsers. The forms have been successfully tested on following browsers:

- Internet Explorer 11.0
- Firefox 45.7
- Chrome 56.0

The Web Application Forms are online applications and therefore need a fast, constant internet connection to function. It is not possible to work offline with the forms.

Printer and scanner devices are needed to complete the submission of the Web Application Form. Additionally, PDF reader software is required (most preferably Adobe Reader) to print, sign and scan the Declaration of Honour.

### IV. Saving the web form

The web form is saved automatically, every five seconds. In order to save a local copy on your computer or network, click on the 'PDF' button in the left-hand corner of the screen. This will save the form locally on your computer, as a PDF document. You will now be able to click on the form in your local files and open it up, however this will not be used to edit or submit it. It is important to remember that you will need to fill in completely your application online, and this is saved as you go along. This way, you can return to complete it as many times as necessary, before submitting it.

### V. Step by step guidance

#### I. Context

This section consists of data providing information specific to the application being made. Data fields include National Agency, language used to fill in the form, and type of Quality Label applied for. In this section applicants are required to complete the field in relation to the languages used to fill in the form. All applications submitted to the Maltese National Agency must be completed either in English or in Maltese. Applicants must therefore select English or Maltese from the drop down box for this field.

## II. National Agency of the Applicant

Please choose the National Agency in the country where your organization is based. For Malta, you will need to select MT01 European Union Programmes Agency.

## III. Standard or Umbrella Organization

When applying for a Quality Label, organization must choose between a standard and an umbrella application.

- **Standard applications** are those that any organization submit which they will do solely on the organization's behalf.
- **Umbrella applications** are for large organizations that have several entities or branches in one or several participating countries. When these entities or branches are separate legal entities, but with which the applicant has a capital or legal link, the applicant may submit an umbrella application on behalf of these entities. If the applicant organization and its affiliated entities are based in the same country, the application must be submitted to the National Agency of that same country. If they are based in several countries, the application must be submitted to the Executive Agency.

## IV. Applicant organization

This section asks applicants to provide information relating to the applicant organization. Applicants must enter their organization's PIC number into the application form and, once entered, the form will automatically populate the applicant organization's information. The information entered into this section of the form will be based on the information provided during the PIC registration process. If there are, any changes to the information originally provided participants should log back onto the Participant Portal and update the information accordingly.

Once this is filled in, the form will enable the applicant to provide additional details about Organization's:

- Profile
- Associated Persons
- Background and Experience

This can be completed by clicking on the Organisation Details button at the right of the name of the Organization, once the PIC has been introduced and recognized by the form.

## V. Profile

All applicants should select from the dropdown menu the Type of Organisation, which should be consistent with the information entered on the Participants Portal. Please make sure the options chosen accurately reflect your organization type.

## VI. Associated Persons

### **Important note**

Please make sure that the legal representative can be contacted easily and is available to sign any necessary documents at the time of application and during the project lifecycle.

If after the submission of your application you find that your legal representative leaves your organization; is no longer able to fulfil the duty; or their contact details change, you should inform us as soon as possible. It is important that we have the most up-to-date information about your organization.

Enter the details of the person who is authorized to enter into a legally binding commitment on behalf of your organization. This may be your Director, Chief Executive, Finance Manager or another member of the Senior Management Team. Please complete every field in this section by clicking on the  symbol (  ) and editing each person's details.

If the appropriate contact address for the legal representative is different from the main contact address for the applicant organization, you will need to complete the address details, otherwise just click Same Address as Organization button.

The organization should also provide details for a contact person. We will use these details as the first point of contact for the European Solidarity Corps Quality Label, any interviews or visits, or any other correspondence in relation to Quality Label. Please complete every field in this section. Please ensure the email address provided is correct and active. If the address of the contact person is different from the organization address, you must ensure that you provide additional address details.

We recommend that if possible, you choose one person for legal representative and a different person closely linked with the project as a contact person, so there are two points of contact within the organization.

## **VII. Background and experience**

The information in this section will inform the assessment of your organization's capacity to manage the project and proposed grant successfully. If the outcome of your assessment is successful, the following information, along with other elements taken from this form (such as contact information), will be made available to the public via the online database of organizations having obtained a Quality Label. For this reason please, write it bearing in mind the target group you wish to reach.

- 1. Please briefly present your organization, including information on its aims, target groups, regular activities and other relevant aspects.**

This information should be consistent with your statutory documents and evidenced by your annual reports.

- 2. What are the activities and experience of your organization in the areas relevant to the European Solidarity Corps?**

Please detail how your organization's previous experience of delivering projects/activities/other work has built the skills and knowledge needed for the activities you propose in this application. Please describe activities that have been run at different organizational levels and any experience with management of national /

international volunteers. You should highlight the motivation for sending and/or receiving volunteers.

3. Please give information on the human resources of your organization (i.e. staff and volunteers), and describe the skills and expertise of the persons that will be involved in the future European Solidarity Corps activities, with specific regard to organizing processes and quality learning activities for young people.

Please give information on the key staff/persons that will be involved in European Solidarity Corps activities and on the competences and previous experience that they will bring to the projects. Please give details of the number of administrative and delivery staff involved (detailing and differentiating between paid staff and volunteers) and their competences or relevant experience or qualifications. Giving brief personal details, such as the names and roles of those staff identified as key to the success of a European Solidarity Corps project, may help to demonstrate your organization's commitment to the venture. Please detail how the organization is set up to prepare and manage volunteers and how these arrangements are expected to actively contribute to delivering a successful learning activity for young people.

4. Has your organization been awarded an accreditation/certification for any other EU Programme/Action?

If you have been awarded a previous accreditation, please enter the EU Programme, Year and reference code.

If you are applying for European Solidarity Quality Label as a new organization, you should leave this section blank.

## VIII. Scope

In this section, you are required to indicate for which type of Quality Label you are applying for, by selection one or more of the options from the drop-down menu:

- Volunteering
- Traineeships
- Jobs

Under Quality Label for Volunteering, the organization will need to indicate one or both of the roles they are applying for:



### **Supporting organization (among others, responsible for):**

- Ensure effective coordination of the project in cooperation with all other organizations;
- Distribute the grant between all organizations;
- Carry out all or some of the administrative tasks of the other organizations involved;
- Carry out dissemination and information activities.



### **Host organization (among others, responsible for):**

- 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 participant through experienced staff;
- Provide support for the learning process and for the identification and documentation of learning outcomes, through EU or national validation tools;
- Provide support to volunteers undertaking language courses;
- Provide a safe environment for volunteers to maximise their placement experience;
- Identify a mentor for the participant(s)

## IX. Motivation

Enter the information as requested in the free text field asking. Please describe the motivation of your organization to participate in the European Solidarity Corps. Once the information is entered, the field is marked green.

For Host Organizations only, under the question what are the main topics addressed by the activities that you plan to carry out?, you have a drop-down available to select the appropriate topics.

## X. Project Management

How does your organization address management issues in projects (e.g. distribution of tasks and responsibilities inside your organization, modalities of cooperation with partners, management of EU grants, quality management framework, validation of learning outcomes)?

Please show how the organization is managed in order to deal with European funded projects and how the organization has developed understanding of the European Solidarity Corps projects lifecycle, the mandatory training Programme and cooperation with other project partners. Please give details of the depth of the project that you propose and how you plan to coordinate the project between different organizations.

Please describe the process you have established for agreeing roles and responsibilities with partners in order to ensure quality learning outcomes, as well as good administration and delivery of the projects.

Please then describe the process for establishing suitable methods and agreeing and monitoring learning outcomes for participants. Ensure that you detail how you intend to facilitate their active involvement and reflection to ensure the relevance and quality of these outcomes.

How does your organization plan to monitor the quality of placements of participants in the activities carried out by your dependent entities? How will you monitor that a quality learning process is embedded in the activities and that participants are supported in the reflection, identification and documentation of their learning outcomes?

In the case that any dependent entities are involved in hosting volunteers, information should be provided in order to illustrate how the applicant communicates and cooperates with them in order to ensure that quality of the placements meets the European Solidarity Corps Charter requirements. An adequate set of specific activities and methods should be presented in order to demonstrate that sufficient monitoring is planned to ensure that dependent entities are providing quality placements. Monitoring should take into account all stages of a placement, including preparation, induction, activities, logistic support, personal support and learning component.

In addition, for all Quality Label applications, relevant monitoring activities should be described, clearly presenting how the participants learning process is being assessed, and, if required, tailored around individual needs. The monitoring of quality learning should take into account all stages of support provided, regardless of their type (identifying learning needs, training, reflection, certification of learning, etc.). The monitoring process should demonstrate that organizations have the capacity to facilitate and supervise a good quality learning experience for the participants, in both non-formal and informal contexts, and that results of the monitoring process can be used in order to adapt and enhance the participants learning.

How are the practical and logistic matters addressed in projects carried out by your organization (e.g. travel, insurance, safety and protection of participants, visa, social security, mentoring and support, etc.)?

In this section you should provide information regarding the practical and logistic matters that are usually associated with the Supporting organization, and how are responsibilities shared within the partnership.

You should also detail how the organization will actively support learning and development for the individual.

For Host Organizations only, please describe the practical arrangements for the volunteer (e.g. proper accommodation and local transportation)?

In this section, you should provide all information about the logistical and practical arrangements that are in place for the volunteers that will be taking part in the project in the host community. This should include details about the type of accommodation that will be available and the facilities available to the volunteer, the public transport links in place, available materials and resources and the allowance that each volunteer will receive.

Please describe the local conditions where the volunteer will live and undertake the placement. You should also describe the town, the place of work and the housing arrangements in place. Please give specific details about the working conditions and how they relate to the individual volunteer. It is worth considering the transport in place for the volunteer to travel to and from the organization or venue, the contacts and the support network available.

**For Host Organizations only**, please describe the measures you will put in place to embed a quality learning process from the start of the project and support the volunteers

in defining and meeting their learning objectives, and organizing their reflection, identification and documentation of the non-formal and informal learning outcomes acquired, including through EU or national validation tools

Support to participants, e.g. mentoring of volunteers, must be detailed here, in line with the European Solidarity Corps Charter standards. Mentors are expected to provide regular meetings for volunteers to review learning and offer personal support and are responsible for assisting their integration into the local community. Also, you should include information regarding the on-going task related support that is available to the volunteers, as well as how learning will be addressed, both the personal and professional areas of development.

For Host organizations only, which measures will you put in place to guarantee that:

- ✚ there is a clear description of the distinctive role of volunteers in your organization.
- ✚ the placement is not part of the volunteers' regular studies or vocational training.
- ✚ there are assurances that volunteers:
  - do not replace traineeships and / or jobs;
  - are not taking up essential tasks for the organization's running operations.

Please give details of how tasks will be arranged and who will be responsible. Please specify the tasks that will be carried out by the individual on their own or with other members of the team and how the coordinator will oversee these tasks. A clear rationale should be provided regarding the non-job substitution, and specific activities performed by the volunteers should be indicated.

How do you plan to prepare the participants before departure (e.g. intercultural and linguistic preparation, task-related support, learning-process support, and other relevant preparation aspects) and how will you offer them support during and after their experience?

The volunteers that take part in the project will need to be supported throughout their placement in the organization. This includes before, during and after the project takes place. You should outline in detail about how you will prepare volunteers and ensure there are evaluation mechanisms in place to assess how the placement and project will be run.

You should consider how you will prepare volunteers to adapting to life in a new country, how the volunteer will have direct links and channels of communication with the sending organization throughout the placement and the evaluation that will take place when the volunteer returns.

For Host organizations only, how will you guarantee a safe living and working environment for the volunteers? What measures will you put in place to address problems and conflicts during the project period?

The volunteers may find themselves in difficult, unfamiliar or challenging situations and the organization needs to demonstrate how it is able to minimize the risks and problems that might be associated with such situations. You should show how you have thought about the volunteers' welfare and some of the aspects related to the community and organization that the volunteer would be part of.

## XI. Participants

For supporting organizations only, what is the background and profile of the participants you would like to involve or for Host organizations only, please describe the background and profile of the volunteers you would like to host?

Please give details of the background and profile of the participants that you want be involved in your volunteering project(s). Whilst this may differ slightly from project to project, you should have a good idea of the types of groups you work with on a day-to-day basis, or the types of volunteers that would benefit your organization.

How will you ensure an open and transparent selection process and accessibility for all young people?

You should give details of any selection process in place to recruit the volunteers and any previous experience in working with the specified target group or existing relation with partners involved in selection.

How many volunteers can your organisation host at any given time?

For Volunteering teams, the maximum number of volunteers that can be awarded for one activity is 40. If you wish to involve this number of short-term volunteers, or indeed large numbers of long-term volunteers, please consider the capacity of the organization, resources and staff and justify how you will be able to manage such amounts. The number of volunteers to be hosted at any one time will be assessed and this can be reduced if sufficient information is not provided regarding the support in place. A distinction should be made between short term and long term.

Do you envisage involving volunteers who face situations that make their participation in the activities more difficult?

These are defined as persons facing some obstacles that prevent them from having effective access to education, training and youth work opportunities.

Please select 'yes' or 'no' from the drop down menu. In this section, you should describe any extra measures that you have put in place for additional support that is needed for the activities.

**Please select the categories they may fall into:**

Which types of situations are these participants facing? Educational difficulties, Disability, Social obstacles, Cultural differences, Geographical obstacles, Economic obstacles, Health Problems, Refugees.

### Fewer opportunities

The European Programmes aim at promoting equality and inclusion by facilitating the access to participants with disadvantaged backgrounds and fewer opportunities compared to their peers whenever disadvantage limits or prevents participation in transnational activities for reasons such as:

-  disability (i.e. participants with special needs): people with mental (intellectual, cognitive, learning), physical, sensory or other disabilities;
-  educational difficulties: young people with learning difficulties; early school-leavers; low qualified adults; young people with poor school performance;

- ✚ economic obstacles: people with a low standard of living, low income, dependence on social welfare system or homeless; young people in long-term unemployment or poverty; people in debt or with financial problems;
- ✚ cultural differences: immigrants or refugees or descendants from immigrant or refugee families; people belonging to a national or ethnic minority; people with linguistic adaptation and cultural inclusion difficulties;
- ✚ health problems: people with chronic health problems, severe illnesses or psychiatric conditions;
- ✚ social obstacles: people facing discrimination because of gender, age, ethnicity, religion, sexual orientation, disability, etc.; people with limited social skills or anti-social or risky behaviors; people in a precarious situation; (ex-)offenders, (ex-)drug or alcohol abusers; young and/or single parents; orphans;
- ✚ Geographical obstacles: people from remote or rural areas; people living in small islands or in peripheral regions; people from urban problem zones; people from less serviced areas (limited public transport, poor facilities).

**For Host Organisations only, what kind of competence, infrastructure and/or resources does your organisation have in order to accommodate and support volunteers facing barriers to participation?** Please select for all that apply Yes/No from the dropdown menu:

- ✚ A physical environment suitable for young people with physical, sensory or other disabilities (such as wheelchair access and similar);
- ✚ Additional mentoring or other support suitable for young people with social obstacles, educational difficulties, cultural differences or similar;
- ✚ Other

When selecting your answer it is advised to consider both the existing infrastructure and experience of the organisation, as well as any future developments that are being considered, i.e. identifying additional mentors, adapting the building to make it wheelchair accessible etc.

**For Supporting Organisations only, what are the specific measures you will undertake in order to ensure that the participants are adequately prepared and supported, and what follow-up measures will you take after their return?**

In this section, you should provide details regarding the additional support made available for the participants facing fewer opportunities. Depending on the specific obstacles that might prevent them from fully benefiting from the volunteering experience, the organisation should describe any tailored support, resources or activities that contribute to a better inclusion of these volunteers.

## XII. Summary

This section will display an overview of the types of Quality Label and roles applied for Volunteering. If you are applying as an umbrella organization, information regarding your dependent entities will also be summarized in this section.

## XIII. Annexes

Please print, fill in, sign and upload a declaration of honor. The legal representative of the applicant organization must print the signature page, read it carefully, complete the declaration section by hand and sign it (the National ID and organization stamp are not required in the UK for youth applicants). This declaration of honor then needs to be scanned and attached as an annex before application form is submitted online.

### **Important note**

It is essential to submit the signature page. Failure to submit this, signed by the legal representative, will result in your application being ineligible.

Any additional documents, relevant for the Quality Label Application can be uploaded here.

## XIV. Checklist

Before submitting online your application form to the National Agency, please make sure that it fulfils the eligibility criteria listed in the Programme Guide and check that:

All relevant fields in the application form have been filled in correctly.

-  You have chosen the correct National Agency of the country in which your organization is established.
-  The correct NA is: MT01 European Union Programmes Agency

Additionally, you should make sure that the application form has been completed using English or Maltese language, you have annexed the Declaration of Honor signed by the legal representative mentioned in the application and there is an adequate internet connection to submit the Quality Label application online.

### **Data Protection Notice**

Applicants are required to read the data protection notice and tick the appropriate box to confirm this.

## XV. Submit

Applicants should only submit the Quality Label application by clicking the left hand side Submit button once they are happy with the finalized version. Applicants need to ensure that they are connected to the internet in order to submit their completed form. Applicants should also ensure that all sections of the form are valid and all annexes are attached before submitting the form.

## Part III – Where to find more help and advice

For further information, please refer to the European Solidarity Corps section on our website.

You can find examples of youth work methods and resources for projects based on themes such as inclusion, diversity and participation, on the SALTO website: [www.salto-youth.net](http://www.salto-youth.net).

The European Youth Portal gives information on opportunities for young people: <http://europa.eu/youth/en>.

The Erasmus+ and European Solidarity Corps team at European Union Programmes Agency is here to help you with queries regarding your application. You can contact us by phone on **25586130** or by email at [eupa@gov.mt](mailto:eupa@gov.mt)