



INFO KIT FOR VOLUNTEERS IN HUMANITARIAN AID

European Solidarity Corps – The power of together

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Congratulations and welcome to the European Solidarity Corps! You have been selected to participate in a humanitarian aid volunteering activity. The next weeks and months might be a life-changing experience for you.

Through your participation in the European Solidarity Corps, you will get a chance to live in a new country, learn about different cultures, make new friends, give something back, contribute to local communities and build a more inclusive society, as well as boost your skills, expand your social network and prepare for the job market. Together we can make a difference to improve society and ourselves.

This Info Kit will help you prepare for your European Solidarity Corps experience. You will learn what you can expect from the organisation(s) involved in your activity and what is expected from you.

We hope that you will make the most of your experience, and we wish you all the best!

The European Commission

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1. INTRODUCTION

This document is intended for you as a European Solidarity Corps volunteer in support of humanitarian aid operations, to help you navigate through your rights and responsibilities and to give you an idea of what to expect before, during and after the volunteering activity. The main objective of this Info Kit is to clarify the role that each actor involved in the project (organisations and volunteers) should take in jointly creating a positive environment for a European Solidarity Corps activity.

The guidelines outlined in this document take into account the great variety of project partners and project formats but still need to be adapted to the specific circumstances of each project. They complement the information given in the [European Solidarity Corps Guide](#)¹ and they should be made available to all volunteers before departure.

All volunteers carry with them ideas, expectations, needs and habits that deserve to find a respectful and trustful hosting environment, receptive of individual specificities. At the same time, participating organisations devote a great deal of time, energy and resources to set up a European Solidarity Corps project. Please respect their effort, as well as the local communities and people directly involved in or benefitting from the activities.

2. IMPLEMENTING BODIES AND CONTACTS

Participating organisations

Volunteering activities are implemented by a consortium of participating organisations, that will be your **first point of contact**. The participating organisations must take care of the practical arrangements and support and guide you in all phases of the project. Projects have two types of participating organisations involved:

- a) **support organisations in EU Member States or third countries associated to the Programme**
- b) **host organisation(s)** in the country(ies) where the volunteering takes place

All the participating organisations have been assessed by the European Education and Culture Executive Agency (EACEA) and awarded a Quality Label for humanitarian aid volunteering, to ensure that you will have a high-quality volunteering experience.

The **support organisation** will help you **before the activity** to prepare for an experience abroad, will stay in touch with you **during the activity**, will help solve potential issues with your host organisation and provide you with support upon your return. **After the activity**, you will receive help from the support organisation in evaluating your participation in the European Solidarity Corps and sharing your experience. You can also get help in reintegrating into your home community and guidance in accessing the labour market or further education and training opportunities.

Your **host organisation** will welcome you and help you in the country where your volunteering activity takes place. It will guide you and support you in all phases of the activity and organise your accommodation, food and practical arrangements. **Before departure**, you should receive clear information about your European Solidarity Corps activity, in particular about the tasks to be performed and the training and support available. **During the activity**, you should receive from the host organi-

¹ European Solidarity Corps Guide (Programme guide): https://youth.europa.eu/solidarity/organisations/reference-documents-resources_en

sation appropriate task-related support and guidance to enable you to carry out the agreed tasks. Moreover, a mentor will be available to support you throughout your volunteering experience.

At the end of this Info Kit you will find the full list of tasks and responsibilities of the participating organisations.

The European Education and Culture Executive Agency (EACEA)

The Humanitarian Aid Volunteering action is managed by EACEA on behalf of the European Commission. The EACEA provides information on the programme, and selects, monitors and evaluates projects. This implies checking that all participating organisations respect quality standards for supporting and hosting volunteers. EACEA also provides the compulsory training for humanitarian aid volunteering and the volunteer insurance, with the support of external contractors.

In case a serious situation arises, and you consider that there is an infringement of your volunteering agreement and you are not able to reach an agreeable solution with the support and/or host organisation, you can contact EACEA-SOLIDARITY-CORPS@ec.europa.eu.

The European Commission

The Directorate-General for Education, Youth, Sport and Culture of the European Commission is ultimately responsible for the European Solidarity Corps programme.

3. BEFORE YOU GO...

Visa and residence permits

You might need either a visa and/or a residence permit to take part in your volunteering activity. We strongly recommend that you make your request for any such travel or residence permits well in advance, as the process may take several weeks or months. You can request and should receive help from the participating organisations in obtaining a visa, for example by providing you a supporting letter. It is however, the ultimate decision of a country's authority to issue a visa or residence permit.

Volunteering agreement

Before leaving to start your activity, you and your support (and possibly host) organisation should sign a **volunteering agreement**. This agreement determines at least the following aspects of your activity: the dates of your departure and return, your rights and responsibilities, and the responsibilities of the participating organisations, the financial and non-financial support, and the tasks to be carried out during the activity.

Prior to your departure, you should inform the organisations running the project about any circumstances that may influence your capability to carry out the tasks and provide information about any special needs. If necessary, you should also provide accurate information about any health-related issues that may affect your volunteering experience.

Insurance

One key principle for all the activities carried out under the European Solidarity Corps is that volunteers must at all times be safe. You will be insured throughout your activity through the insurance plan set up by EACEA/the European Commission and operated by Henner/Axa.

Before departure, please read carefully Henner's **Guide to the insurance plan** for the European Solidarity Corps volunteers and learn about the procedures, benefits and reimbursements. You will receive the Guide in the welcome email sent by Henner indicating that you are registered and covered by the insurance. The Guide can also be found and downloaded from Henner's website and should be available on Henner's app.

Contact info: clientservice-ESC@henner.com, +34 9 17 89 57 22

Henner website: <https://esc.henner.com/esc/en/auth/login> (access with Henner ID that you will receive in the welcome mail)

European Youth Portal

You can always return to consult [the European Youth Portal](#)² for information on the European Solidarity Corps. The European Youth Portal offers European and national information and opportunities that are of interest to young people who are living, learning or working in the EU. The information is provided in 28 languages.

4. FINANCIAL SUPPORT

Participation in the European Solidarity Corps is **free of charge** for the volunteer. You should not be charged, neither fully or partially, nor directly or indirectly, for taking part in a European Solidarity Corps activity. You can also access a range of free services – see below the section on *Training and support for volunteers*.

The project will cover your **travel costs** from your place of origin to the venue of the activity and return, **accommodation and subsistence costs**, and local travel costs in the host country. Your accommodation must remain available to you throughout the entire activity period, including holidays. The participating organisations must ensure that you live in a safe and decent accommodation and can eat sufficient and healthy food. Please note that organisations might offer shared flats, or housing in local families.

You will receive a small allowance (**pocket money**) for your personal expenses throughout the duration of the activity, including travel days and vacations. The amount of pocket money per day is defined by the organisations running the project.

5. TASKS AND RESPONSIBILITIES

The European Solidarity Corps is a full-time activity, taking at least **30 and not more than 38 hours per week** (including language and other training activities related to the project). You are entitled to **two consecutive free days per week** (unless arranged differently in mutual agreement between you and the organisation and explicitly stated in the volunteering agreement) and two days of holiday per month. Vacation periods and weekly rest days must be agreed upon between you and your host organisation.

² European Solidarity Corps on the European Youth Portal <https://youth.europa.eu/solidarity/>

You are not supposed to carry out routine tasks that would normally be carried out by paid employees. You should not carry out high-responsibility tasks alone or unsupervised. You should not be solely responsible for the individual care of vulnerable people (babies or children; ill, elderly or disabled people, etc.) on a day-to-day basis.

You should be encouraged to use your own ideas, creativity and experience to propose and implement European Solidarity Corps activities together with the organisations involved.

Any changes in the project and in your tasks, areas of responsibility, support and training must remain in line with the general set-up of the agreed and approved project and must be agreed between you and the host organisation and reflected in the volunteer agreement.

Please note that you should respect the rules and the organisational structure of the host organisation, including all the security and safety rules and procedures, and take good care of the accommodation that has been provided to you. While abroad, you should give the support organisation regular feedback on your experience and evaluate the overall project with the support organisation upon your return. You should also strictly comply with the laws in the host country.

You must keep the host organisation informed about your whereabouts during the activity period and should, including during your free time, avoid engaging in activities that could present risks for your safety and security such as extreme sports. Accidents caused when practicing high-risk sports are not covered by the insurance. Please do not underestimate the different conditions in the host country. It is recommended that you register at the Embassy of your country for the duration of your stay.

The organisations running the project must ensure participation conditions that respect your personal health, safety and dignity, and be in line with the national laws of the host country. The organisations should abide by the principles and quality standards of any European Solidarity Corps activity. These principles are highlighted in the [European Solidarity Corps Guide](#)³ (see part C - Quality Label for Humanitarian Aid Volunteering - "What are the principles and quality standards").

The host organisation must take care of the practical arrangements in order to support and guide you from the moment of your arrival in the host country. In particular, it must inform you upon your arrival of the security plans and evacuation procedures in place.

6. TRAINING AND SUPPORT FOR PARTICIPANTS

The European Solidarity Corps provides a range of support services for volunteers, to ensure not only that you make the most out of your experience, but also that you learn as much as you can.

Do you need anything?

Are you facing any social, economic, health, learning or other kind of obstacles? The programme offers additional financial support to the organisations to better accommodate your needs as well as a range of support measures (for example reinforced mentorship, accompanying person etc.) to enable you to participate in activities on equal terms with other volunteers.

³ https://youth.europa.eu/solidarity/organisations/reference-documents-resources_en

Training and evaluation cycle

In addition to the compulsory online and face-to-face training required to apply for humanitarian aid volunteering opportunities, the programme offers a series of training sessions that will give you guidance and support, help you to adapt to cultural and personal challenges, inform you about your rights and obligations, practical matters, intercultural communication, and allow you to get to know other volunteers and assess your experience.

These sessions are foreseen (either online or in presence):

- A pre-departure training offered by the support organisation
- An on-arrival training offered by the host organisation
- A mid-term evaluation organised by the support and/or host organisation

You might also be invited to the Annual European Solidarity Corps event organised by the National Agency of your country of residence.

Language learning support

Online Language Support (OLS) is a service designed to help European Solidarity Corps participants improve their knowledge of the languages of the EU Member States and countries associated to the programme, with no restrictions concerning the number of courses and languages. You can [access OLS](#)⁴ with a link that you will receive from the support organisation and you can join online courses already before your departure. The OLS is accessible on the [EU Academy platform](#)⁵.

If the working language or level is not available in the OLS or if you need additional assistance, your host organisation might support your language learning through formal or informal lessons. The format, duration and frequency will depend on your needs, the project tasks and the resources available.

The General Online Training

The General Online Training is a set of optional training modules for young people interested in volunteering, provided on [EU Academy](#)⁶ and accessed via the European Solidarity Corps Portal. Topics include: the mission of the European Solidarity Corps, roles and responsibilities of the participants, European values, the roles EU plays in our everyday lives, inter-cultural awareness, health and safety, options after the volunteering experience etc. You can [access the General Online Training](#)⁷ via your Corps profile, by clicking on the ribbon “Online training”.

Mentorship

During the activity, all volunteers are matched with a mentor appointed by the participating host organisation. The mentor will give you personal support and will be your main source of advice, while guidance and supervision related to carrying out tasks assigned to you will be offered by a different person from the host organisation. To encourage open communication and to maintain objectivity, mentors cannot be your direct supervisor or be involved in your day-to-day tasks. The mentor's role is to assist you with various aspects of your experience, integration into the project and the new

⁴ <https://academy.europa.eu/local/euacademy/pages/course/community-overview.php?title=learn-a-new-language>

⁵ <https://academy.europa.eu/>

⁶ <https://academy.europa.eu/>

⁷ https://youth.europa.eu/news/european-solidarity-corps-general-online-training-available_en

community, recognition of learning, personal well-being, well-being in the team, satisfaction with the project etc. You are expected to attend regular meetings with your mentor throughout your activity, and these sessions will provide you with opportunities for guidance, feedback and problem-solving. Mentoring is tailored individually and thus the content and frequency of the meetings will vary according to your individual needs.

Reinforced mentorship

If there are any barriers that make your participation more challenging, if you feel that you have fewer opportunities (for example learning difficulties, cultural differences, disabilities etc.) or if you are not able to implement an activity independently or with just the regular mentoring support, you can benefit from an intensified mentoring process – closer contact, more frequent meetings, more time allocated to the implementation of tasks and support during and outside volunteering hours. Reinforced mentorship will help you to gain as much autonomy as possible and will support you in successfully implementing your project activities.

Youthpass and recognition of learning outcomes

Youthpass⁸ is a tool that helps you identify and document the learning outcomes you will develop during your volunteering experience. It allows you to describe what you've done and show what you've learnt – including skills that are non-formal or informal. This is all set out in a Youthpass certificate and can help you when applying for other opportunities and jobs after the European Solidarity Corps experience, as well as improve your self-presentations skills. So do not forget to request your Youthpass certificate at the end of your activity.

Certificate of participation

The certificate of participation confirms that you have taken part in European Solidarity Corps activities. At the end of your volunteering activity, your certificate of participation will be issued via the European Youth Portal by one of the participating organisations. Having a proof of the activities you have implemented in the European Solidarity Corps will be a valuable addition to your curriculum vitae (CV).

Volunteer survey

While abroad, you should give the support organisation regular feedback on your experience, and at the end of your activity, you should complete a **volunteer survey**. After your return, EACEA will send you by e-mail a link to an online questionnaire. It should not take longer than 10 minutes to fill it in. The survey is a chance to give feedback to the EACEA about your experience and to help improve the programme for future participants.

7. RISK AND CONFLICT MANAGEMENT

While participating organisations must respect the quality standards required for a safe and secure volunteering environment, it is also your responsibility not to act in any way that could put others or yourself at risk of being injured or harmed. If a conflict situation arises, you may ask your host organisation to facilitate communication between you and the local environment.

⁸ <https://www.youthpass.eu/en/>

In certain situations, your mentor should be able to provide an objective evaluation of the situation and support the facilitation to solve the conflict. If a conflict arises between you and the mentor, you can ask the participating organisations to get another person appointed as your mentor. You should be informed about the different roles within the project and know in advance who is the contact person in case of emergencies, conflict situations in the host organisation, conflict situations with the mentor, logistics (board and lodging) etc.

In the event of a conflict situation, you should be supported by the participating organisations, and you should cooperate actively to avoid communication problems.

If a serious security or health incident occurs, you can expect the host and/or support organisation to establish and maintain appropriate contact with your next of kin (if required or requested) and the insurance company, if necessary.

In the event of a serious incident or conflict situation that cannot be resolved in other ways, you can decide to interrupt your volunteering period. However, this should always be the last resort.

8. POLICY PRIORITIES IN THE EUROPEAN SOLIDARITY CORPS

The general objective of the Corps is to enhance the engagement of young people and organisations in accessible and high-quality solidarity activities, primarily volunteering, as a means to strengthen cohesion, solidarity, democracy, European identity and active citizenship in the Union and beyond, addressing societal and humanitarian challenges on the ground, with a particular focus on the promotion of sustainable development, social inclusion and equal opportunities.

In addition to the objectives of the Corps, the programme also pursues four transversal priorities applicable to the EU actions in the field of youth and in line with the EU Youth Strategy⁹:

Inclusion and diversity - The European Solidarity Corps seeks to promote equal opportunities and access, inclusion and fairness. Organisations should design accessible and inclusive activities, taking into account the views and needs of participants with fewer opportunities from the start.

Environmental protection, sustainable development and climate action - Volunteering activities should be designed and implemented with environmental consciousness by e.g. integrating sustainable practices such as green travel, reusable materials, reducing waste etc. – small eco-friendly actions can contribute to achieving big changes!

Digital transformation – projects are encouraged to promote virtual cooperation between volunteers and organisations, boost digital skills, foster digital literacy and/or develop an understanding of the risks and opportunities of digital technology.

Participation in democratic life - Volunteering projects should promote participation of young people in democratic processes and civic engagement and empower active citizenship. Look for inspiration at the Participation Resource Pool¹⁰ developed by the SALTO Participation & Information¹¹.

⁹ https://youth.europa.eu/strategy_en

¹⁰ <https://participationpool.eu/>

¹¹ [SALTO-YOUTH - SALTO Participation & Information](#) (Resource centre promoting participation in democratic life and media literacy)

9. CHECKLIST

Before the activity:

- read the Info Kit and go through it with your support organisation
- apply for visa and/or residence permit (if required)
- make sure that you have the necessary vaccinations and medical certifications
- make sure you are enrolled for the Henner insurance and read the Henner insurance guide
- sign the volunteering agreement
- take part in the pre-departure training provided by the support organisation
- consider taking language courses with OLS – Online language support
- explore the General Online Training

During the activity:

- take part in on-arrival training and mid-term evaluation (if applicable)
- enjoy your volunteering activity and meet your peers
- meet regularly with your mentor
- learn languages using OLS
- take advantage of the General Online Training
- establish your Youthpass learning path with your host organisation

After the activity:

- fill the volunteer survey
- request your Youthpass certificate
- check out the General Online Training after-activity modules
- if organised by EACEA/the Commission or National Agencies, attend events or post-volunteering meet-ups
- check the [European Solidarity Corps community](https://youth.europa.eu/solidarity/young-people/community_en)¹² on the European Youth Portal

¹² https://youth.europa.eu/solidarity/young-people/community_en

10. MY CONTACT LIST

1) My mentor: _____

Contact info: _____

2) My host organisation in hosting country: _____

Contact info: _____

3) My support organisation: _____

Contact info: _____

4) EACEA contact in case the above were not able to help:

EACEA-SOLIDARITY-CORPS@ec.europa.eu

5) My emergency contacts:

Annex I – Principles

The principles described here are general, designed to cover the great variety of potential participants, organisations and environments in which activities can be performed. They should be adapted to the specific circumstances of each activity.

Principles of conduct

As a young participant, you shall act according to the following principles:

- I embrace the values of solidarity, respect for human dignity and human rights, the promotion of a fair and equal society based on pluralism, non-discrimination, tolerance, justice, solidarity and equality
- I want to enhance solidarity between people, while respecting their cultures and traditions; we aim to build a community of shared responsibilities and mutual support
- I want to make a meaningful contribution to society and will show solidarity, cooperation and mutual understanding
- I will not act in any way that could put others or myself at risk of being harmed

Practical issues

- Registering in the European Solidarity Corps is **voluntary**, and you are free to delete your account at any moment (unless you have taken part in a volunteering activity : you can find more information in the [European Youth Portal privacy statement](#)¹³)
- You can refuse **any offer** for a Corps volunteering activity without affecting your chance to receive other offers in future
- You **cannot be required to pay any fees** for participating in an activity
- It is in your interest to update your personal data on the European Youth Portal (i.e. change of contact details, place of residence)

Regarding volunteering:

- Both before and during your deployment, you should **receive clear information** about the tasks you will have to carry out and (if needed) suitable training.
- You must **sign a volunteering agreement** with the support (and possibly host) organisation when you accept an activity. This should be done before your departure.
- You must **respect the rules, structure and practices of the host organisation** (these may indeed be necessary to protect your own health, safety and dignity)
- You must abide by the **laws of the host country**
- At the end of your activity, you will be awarded a European Solidarity Corps **certificate**, confirming your participation

¹³ https://youth.europa.eu/privacy_en

Annex II - Tasks and responsibilities of participating organisations holding a Quality Label for Humanitarian Aid Volunteering**1. Support organisation***Management*

- Ensure compliance with the European Solidarity Corps Regulation, in particular the articles and the recitals which refer to the Volunteering under the European Voluntary Humanitarian Aid Corps
- For the coordinators: Ensure effective coordination in cooperation with all other participating organisations;
- Prepare risk assessment/security procedures/evacuation plan;
- Carry out monitoring, reporting and evaluation in compliance with programme procedures;
- Carry out dissemination and information activities

Before the activity

- Ensure selection procedure in line with the principles for transparency and equal treatment;
- Select trained young people from the European Solidarity Corps Portal;
- Ensure that the volunteer signs a volunteering agreement
- Ensure that the volunteer receives support in carrying out language preparation (if applicable, support to carry out the OLS online language courses and assessment provided by the Commission);
- Identify learning needs and set learning objectives;
- Provide adequate preparation for the volunteer before departure, according to the individual needs and tailored to the specificities of the project, the activity and the host country and in line with the Training and Evaluation Cycle;
- Provide support to the volunteer to reflect on the learning process and to identify and document his/her learning outcomes, through EU validation tools, in particular Youthpass, Europass or national tools;
- Encourage the volunteer to follow the General Online Training offered on EU Academy and accessible through the European Solidarity Corps portal;
- Ensure that the volunteer meets relevant clearance requirements, and undergoes specific preparation, particularly for volunteers involved in activities with vulnerable groups, in accordance with applicable national law of the host country;
- Ensure the participation of the volunteer in the pre-departure training session including security briefing;
- Ensure that the volunteer has pre-departure medical assessment;
- Ensure that the volunteer is covered by the obligatory insurance plan foreseen by the Corps;
- Ensure that the volunteer understands the terms and conditions of the insurance scheme;
- Ensure that the volunteer has all necessary visas/residence permit or any other required document for volunteering activities in the country of the host organisation;
- Make or facilitate travel arrangements to/from the country where the volunteering activity takes place;
- Take necessary measures to ensure the security and safety of the volunteer;

- Designate support contact for the volunteer and stay in touch with the volunteer and the host organisation throughout the activity;
- Support the settlement and the transition of the volunteer;
- Provide necessary additional support to the volunteer and the hosting organisation, in particular when the volunteer is a young person with fewer opportunities.

During the activity

- For the coordinators: coordinate with the hosting organisations to ensure that the project is progressing as planned;
- Take part in the mid-term evaluation and final reviews;
- Provide mediation support in case of disagreement between the host organisation and the volunteer.

After the activity

- Ensure medical and psychological examination of the volunteer is undertaken;
- 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 possible European Solidarity Corps events.

2. Host organisation*Management*

Ensure compliance with the European Solidarity Corps Regulation, in particular the articles and the recital which refer to the Volunteering under the European Voluntary Humanitarian Aid Corps

During the activity – Learning, mentoring and support

- Ensure that the volunteer attends on-arrival training, including security briefing;
- Ensure implementation of mid-term evaluation;
- Ensure that the volunteer attends the full Training and Evaluation Cycle (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 and with the volunteer;
- Provide task related support, supervision and guidance to the volunteer through experienced staff;
- Provide support to the volunteers in their learning process;
- Support the volunteers undertaking language courses, if necessary;
- Identify a mentor who is responsible for providing to the volunteers:
 - support to carry out self-reflection on the learning progress
 - personal support

During the activity - Volunteer living and working conditions

- Support the volunteer's efforts to obtain a visa and/or residence permit or other legally required documents for the volunteering activity
- Ensure safety and security of participants in accordance with the approved procedures/evacuation plan;
- Provide adequate living and working conditions to the volunteer;
- Facilitate integration of the volunteer in the local community and interaction with expatriate community;
- Ensure conflict prevention, mediation and well-being, including psychological support where necessary;
- Ensure that means of local transport are available for the volunteer;
- Ensure the volunteer's access to means of communication for contact with consortium partners, other European Solidarity Corps volunteers and close relatives;
- Provide agreed financial contributions to the volunteer;
- Provide necessary additional support to the volunteer, in particular when the volunteer is a young person with fewer opportunities.

After the activity

- Provide final performance review and debrief to the volunteer;
- Follow up and evaluate the action with the coordinator and/or support organisation immediately after the voluntary activity is completed;
- Contribute to impact and dissemination of result phases and support the final evaluation of the project.