



Electronic Volunteering Agreements European Solidarity Corps

USER MANUAL

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1. Purpose of this document

The Electronic Volunteering Agreements are agreed upon by the participating organisations as well as the volunteers in the European Solidarity Corps. An organisation can create them once an offer has been accepted by a volunteer. After the agreement has been accepted by the volunteer, if needed, it can be downloaded, printed and signed in blue-ink or electronically, as the national legislation requires.

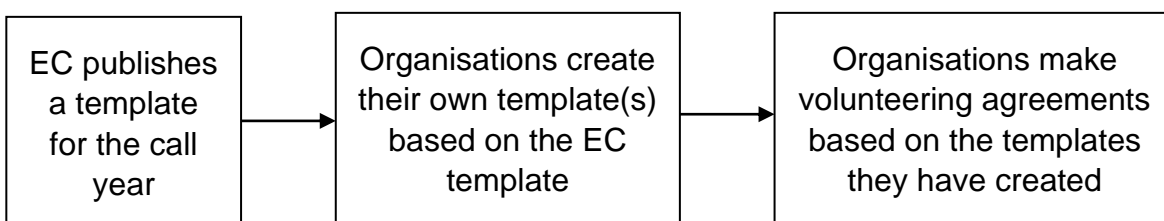
To access the functionality, an organisation needs to authenticate on the [Youth Portal](#) and go to the Home page of the Placement Administration and Support System (PASS).

2. Instructions for organisations

The functionality is accessible from the Agreements section and from the **Offers overview** page.



The main Volunteering Agreement template is created by the European Commission on a yearly basis. For a specific call, the template published for that year applies (e.g. a project contracted in 2025 but starting in 2026 needs to use the 2025 template).



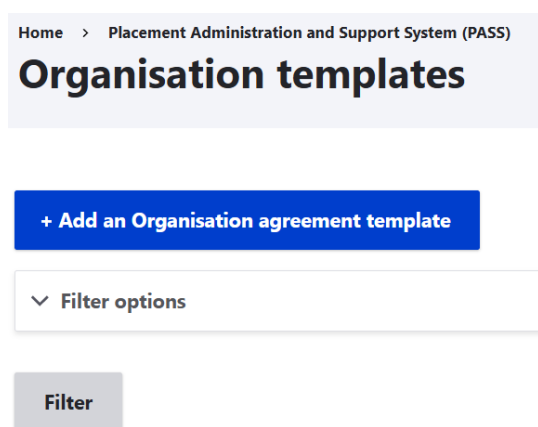
Both the sending organisation and the hosting organisation can create a Volunteering Agreement. They can also co-edit an agreement, however only the first one to start the agreement has the right to manage it beyond editing. For this reason, it is recommended that the organisations acting as hosting create the agreements.

The functionality has been released in Beta, and collecting feedback is very important for future versions. To send feedback please use the mailbox provided on the Volunteering Agreements main page – see the warning message.

2.1. Templates

2.1.1. Create template

It is strongly recommended to make different templates for various needs, such as a recurring position or teams volunteering.



There are two ways to create a template. You can either start have from a template provided by the European Commission or clone one of your existing templates.

Step 1. Go to the Agreements section on the main PASS page and select “**Agreement templates**”.

A. Start from an EC template

On the page that opens up, **Organisation templates**, select “**+Add an Organisation agreement template**”.

OR

B. Clone an existing template

On the **Organisation templates** page, open the “**Operations**” menu related to the template you want to clone.


Step 2. Select the **Commission template** you want to use and click **Next**.
Select an available language, click **Next**.

Step 3. A form will open where you are required to name your template and fill in specific fields. You will see that tags (**tokens**) are placed in the template where automatically filled-in information will appear when the agreement is previewed. It is recommended to name your agreement with specific key words to recognize it easier, like the call year and volunteer role.

Note: the agreement text is not editable by the organisations.

After editing, the template can be saved or previewed. Please note that the preview will have randomly generated data. In the final agreement, all the **tokens** will be updated with real data.

2.1.2. Manage templates

Funding programme	Status	Operations
European Solidarity Corps / Volunteering - ESC51	Enabled	Edit 
European Solidarity Corps / Volunteering - ESC51	Enabled	Clone Translate Delete Preview Download preview
European Solidarity Corps / Volunteering - ESC51	Disabled	

From the **Organisation templates** page, find the template - filtering options are available – and open the “**Operations**” menu related to the template you want to change.

The following options are available:

- A. **Edit** – same functionality as 2.1.1 Create template
- B. **Translate** – opens up a page that allows the organisation to use the translated template instead of the English default version.

Note – The main text is translated based on the official EU translation, however the editable text (tokens) has to be translated by the organisation.

- C. **Delete** – if the confirmation message is approved, it deletes the template. Any agreements created based on the template remain as they are.
- D. **Preview** – creates a **.pdf** with random data.
- E. **Download preview** – immediately downloads a **.pdf** with random data where the system doesn't have the necessary information.

2.2. Volunteering Agreements

2.2.1. Create a Volunteering Agreement

Once a template has been defined, you can use it to create a Volunteering Agreement.

- A. Starting from the **Offers overview** page, either as hosting or supporting organisation, under the menu **View details** of the offer for which you want to create an agreement.

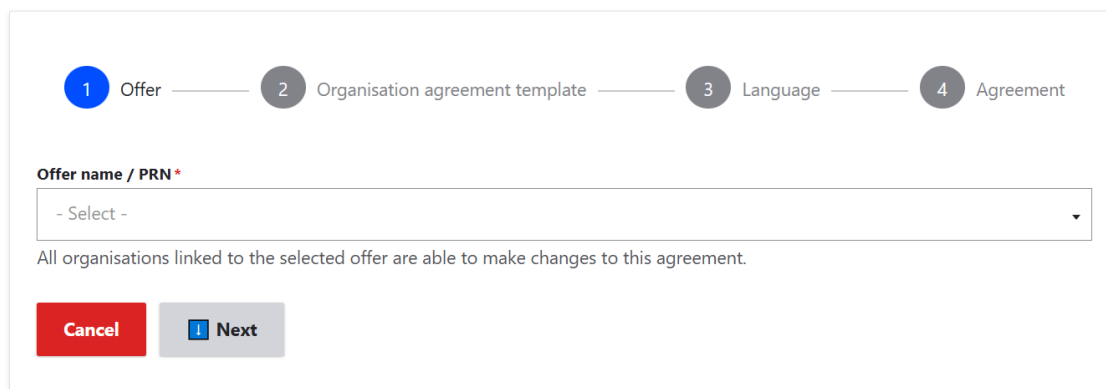
Offer status	Date accepted/declined/withdrawn	Certificate generated at	Actions
Accepted	03/01/2025 15:15		<div><div>View details</div><div><div>Edit offer</div><div>Generate certificate</div><div>Withdraw</div><div>Create agreement</div></div></div>
Accepted	13/05/2025 18:58		

- Select the Organisation agreement template from the list.
Note: only templates based on the year of the call can/should be used since they are linked to the rules applicable for that particular call.
Click **Next**.

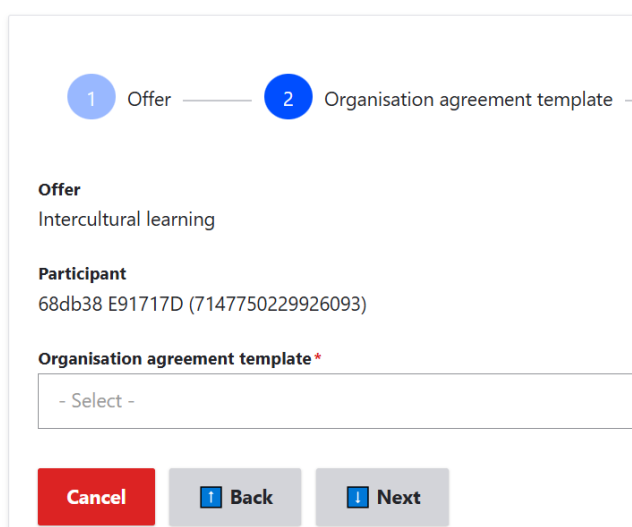
OR

B. Starting from the **Agreements overview** page

- On the page **Participant agreements** click on **Add an agreement**.
- Fill in the offer name or participant PRN number, select the corresponding offer, then click **Next**.



Either options A or B take you to this screen:



- Select the **language** your agreement will be in. Click **Next**.
- You have reached the template content. It is time to adjust the information pre-filled from the selected token to suit the current participant. When you have finished, select one of the options below.

Options:

- A. **Cancel** – exit without saving.
- B. **Save** – saves without sending. A saved agreement can be co-edited with other participating organisation(s), if needed.

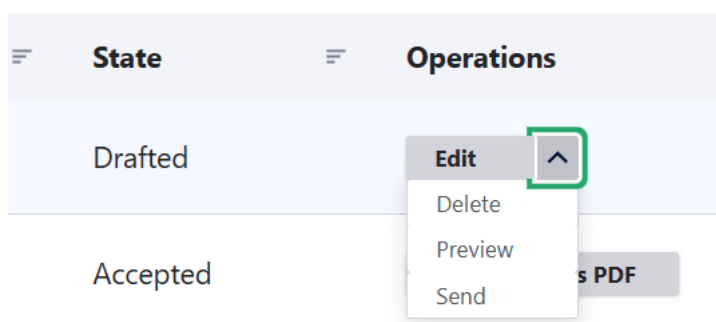
- C. **Save & Send** – only available to the organisation who created the agreement. It saves and sends the agreement to the participant for their approval.

All organisations included in the offer and the participant receive email notifications.

- D. **Preview** – allows the user to preview the agreement as it looks with all the information filled in, in **.pdf** format. It can be further downloaded, printed, etc.

2.2.2. Manage a Volunteering Agreement

Starting from the **Agreements overview** page, different options are available, according to the state the agreement is in.



Options:

- A. **Edit** – this option is also available to other organisation(s) included in the offer, for co-creation purposes. However, they only have the option to edit the agreement, but not to send it or delete it. When editing, the options from chapter 2.2.1 Create a Volunteering Agreement are available.

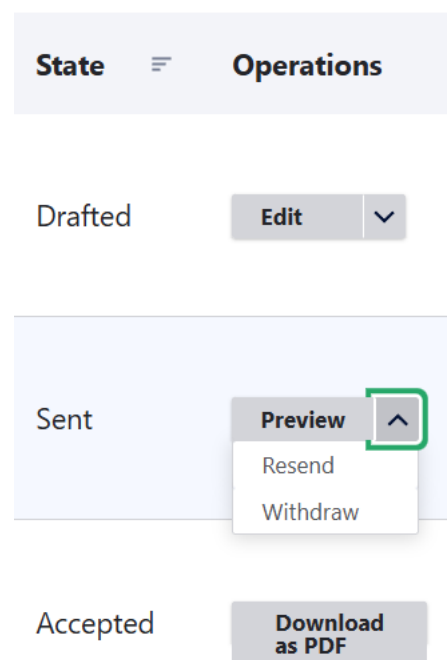
- B. **Delete** an agreement

An agreement can only be deleted if it has not already been sent to the participant. If it has been sent, please refer to the withdraw functionality below.

- C. **Preview**

Note: if the agreement is in draft mode, a watermark is displayed.

- D. **Send** – Sends the agreement if the confirmation message is approved.



All organisations included in the offer and the participant receive email notifications.

- E. **Resend** – available for an agreement that has already been sent, or has expired (if an agreement has not been accepted after 15 days, it expires).

All organisations included in the offer and the participant receive email notifications.

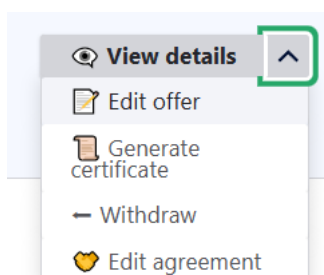
- F. **Withdraw** – available for an agreement that has already been sent. Revokes the agreement and a new one can be created (useful for amendments). This action does not affect the offer, which remains valid.

All organisations included in the offer and the participant receive email notifications.

OR

Starting from the **Offers overview** page, the same options as chapter 2.2.1 Create a Volunteering Agreement are available, however more advanced actions are available in the **Agreement overview** page.

Note: On the edit screen, a co-creator organisation only has the option to edit the agreement, but not to send it or delete it.



3. Instructions for participants

When an organisation is sending an agreement, the participant has 15 days to accept or decline it, after which it expires. In this case, the organisation can resend it.

Starting from the notification email, the participant can preview or download the agreement.

Download the agreement

☐ I have read the Participant Agreement.

Accept

Decline

Either accepting or declining an agreement sends notifications to the organisations involved in the offer (e.g. sending, hosting), as well as to the participant's own email address.

If the agreement is accepted, the participant will be able to consult it on their European Youth Portal Dashboard.

James BOND
Austria

Participant reference number (PRN) 7237124248787940

Certificates (0)
No certificates issued yet.

Agreements (1)

Intercultura... 14/12/2024–31/08/2025

If the agreement doesn't show on the profile page, it was either declined or the organisation has withdrawn it. In case of withdrawal, the participant is also notified. Reasons for withdrawal can include emitting an amendment and does not affect the offer, which is still valid!

