



INFO KIT FOR VOLUNTEERS

European Solidarity Corps – The power of together

Version 1 - 2024

European
Solidarity Corps

INFO KIT FOR VOLUNTEERS

European Solidarity Corps – The power of together

Congratulations and welcome to the European Solidarity Corps! You have been selected to participate in the 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 place, 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 attached to this letter will help you prepare for your European Solidarity Corps experience. You will learn about 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 the best of luck!

The European Commission

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INTRODUCTION

This document is intended for you as an European Solidarity Corps volunteer, to help you navigate through your rights and responsibilities and to give you an idea 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, project formats and areas, and they need to be adapted to the specific circumstances of each project. The guidelines complement the information given in the [European Solidarity Corps Guide¹](#) and they should be given 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 often 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 concerned by the activities.

IMPLEMENTING BODIES AND CONTACTS

Participating organisations

Volunteering activities are implemented by one or several 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 usually have 3 types of participating organisations involved:

- a) **lead organisation** that coordinates the project
- b) **host organisation** from the hosting country and
- c) **support organisation** from your country of residence.

For in-country activities (in your country of residence) and volunteering teams there may be only a host or support organisation involved, in which case that organisation will assume both host and support role. It is possible that lead organisation also acts as host and/or support organisation. All of the organisations have been verified by the National Agencies and awarded with the Quality Label, to make sure to provide you with high-quality volunteering experience.

The **support organisation** from your country of residence will help you prepare for going abroad **before the activity**, stay in touch with you **during the activity** and 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 the home community and guidance in accessing the labour market and further education and training opportunities.

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

Your **host organisation** will receive you and help you in your destination, 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 from the host organisation, in particular about the tasks to be performed, training and support available, and you should receive this European Solidarity Corps Info Kit. **During the activity**, you should receive from the host organisation appropriate task-related support and guidance to enable you to carry out the agreed tasks.

The **lead organisation** applies for grants, manages the granted funds and coordinates the project.

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

National Agencies and SALTO resource centres

Projects are granted by **the National Agencies** established in participating countries. The National Agencies provide information on the programme, check that all participating organisations respect quality standards for implementing projects and sending and hosting volunteers, select projects to be funded, monitor and evaluate the projects and support volunteers and organisations, including organising trainings and events for volunteers. In case a serious situation arises, that you can't solve with your host or support organisation, you can contact the agency in your country or the country of the activity. If your volunteering activity takes place in a country outside the European Union, you can contact one of **the regional SALTO youth resource centres**. The contact list for National Agencies and SALTOs can be found at: [Contact National Agencies | European Youth Portal](#)².

The European Commission

The European Commission is ultimately responsible for the running of the European Solidarity Corps. The European Commission also bears the overall responsibility for the supervision and co-ordination of the structures in charge of implementing the programme at national level.

BEFORE YOU GO...

You can read more about the European Solidarity Corps on [the European Youth Portal](#)³. The European Youth Portal offers European and national information and opportunities that are of interest to young people who are living, learning and working in Europe. The information is even provided in 28 languages.

Visas and residence permits

You might need either a visa and/or a residence permit when moving between countries to take part in your Corps activity. We strongly recommend you make your request for any such travel or residence permits well in advance, as the process may take several weeks. You can request and should

² https://youth.europa.eu/solidarity/organisations/contact-national-agencies_en

³ European Solidarity Corps on the European Youth Portal <https://youth.europa.eu/solidarity/>

receive help from the participating organisations in obtaining a visa. If necessary and if asked to do so in due time, the National Agency or SALTO can issue letters supporting your visa application.

Volunteering agreement

Before leaving to start your activity, you and your organisation should sign a **volunteering agreement** that determines at least the following aspects of your activity: your rights, responsibilities of volunteers and participating organisations, financial and non-financial support, roles and tasks to be carried out during the activity.

Insurance

One key principle for all the activities carried out under the Corps is that volunteers must at all times be safe. You will be insured throughout your activity, either through the insurance provided by the European Commission (for cross-border activities) or through the national health system or private personal insurance (for in-country activities).

For **cross-border activities**:

- a) If you are citizen or temporary resident of any EU country, Iceland, Liechtenstein or Norway and if you will volunteer in one of those countries, **before departure you must obtain the [European Health Insurance Card \(EHIC\)](#)**⁴ (free of charge). On top of the insurance provided by EHIC, you will receive **complementary coverage** – the insurance plan set up by the European Commission and operated by the insurance provider Henner.
- b) If you are coming from or going to a country that does not support the European Health Insurance Card, you will receive **primary coverage** through the insurance plan set up by the European Commission and operated by Henner.

Before departure, please read carefully Henner's **Guide to the insurance plan** for the European Solidarity Corps volunteers and learn about procedures, benefits and reimbursements included. 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 in Henner's website.

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)

For **in-country activities**:

If your volunteering activity will take place in your country of residence and if you need insurance to reach the same coverage as the insurance coverage for cross-border activities (if it is not already covered by your national health system), your host organisation must provide you with a private personal insurance and the organisation may use exceptional costs to fund it.

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 (except for a possible contribution to travel costs in projects from call years 2021-

⁴ European Health Insurance Card <https://ec.europa.eu/social/main.jsp?catId=559>

2024). You can also access a range of free services – see below the section on *Training and support for participants*.

You are entitled to **travel costs** from your place of origin to the venue of the activity and return, **free food and accommodation and subsistence costs** such as local travel provided by the host organisation. Your accommodation must remain available to you throughout the entire activity period, including holidays. The participating organisations must ensure that you live in safe and clean accommodation and can eat sufficient and healthy food.

You will receive a small allowance (**pocket money**) for your personal expenses throughout the duration of the activity, including travel days and vacations. The pocket money must not cover costs related to the implementation of the project (for example local transport or food) as it is intended for your personal expenses. The amount of pocket money per day is based on the host country and the call year of the project (the year in which the project has been granted: the year is part of the project code in the offer in PASS – for example 2024-1-TR01-ESC51-VTJ-000XXXXXX) – for each year you can see the amounts in the [European Solidarity Corps Guide⁵](#) (see *part B – Volunteering projects under “What are the unit costs per day per participant?” - table A3 “Pocket money”*).

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 relating 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 have to be agreed upon between you and your host organisation.

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 take an active role in setting up your European Solidarity Corps activity together with the organisations involved, and develop your own initiatives related to the work of the host organisation.

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.

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

The participating organisations 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 participating organisations should abide by the principles and quality standards of any European Solidarity Corps

⁵ https://youth.europa.eu/solidarity/organisations/reference-documents-resources_en

activity. These principles are highlighted in the [European Solidarity Corps Guide](#)⁶ (see part B - Quality Label under “What are the principles and quality standards”).

TRAINING AND SUPPORT FOR PARTICIPANTS

The European Solidarity Corps provides a range of support services for participants, 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 as others. Feel free to inform the host and support organisations about any circumstances that may influence your capability to carry out the tasks, and share with them if you have any special needs that you need help with. If necessary, you should also provide accurate information about your health-related needs. You can also take part in the preparatory visit to the venue of the volunteering activity before the start of the activity, so that you can be involved in the design of the activity and that your needs can be taken into account from the start.

Training and evaluation cycle

The programme offers you a series of training events and sessions that will give you guidance and support, help you to adapt to cultural and personal challenges, learn about your rights and obligations, practical matters, intercultural communication, get to know other volunteers, stay in touch with the National Agencies, assess your experience and more.

- a) **If your activity is longer than 2 months**, you will be invited to: Pre-departure training (mandatory for cross-border activities, optional for in-country), On-arrival training, Mid-term evaluation (only for activities of 6 months and over) and Annual European Solidarity Corps event.
- b) **If your activity is shorter than 2 months**, you will be invited to: Pre-departure training (mandatory for cross-border activities, optional for in-country), On-arrival training and Annual European Solidarity Corps event.

Language learning support

Online Language Support (OLS) is a service designed to help you improve the knowledge of the language you will be using to carry out the volunteering tasks, and you can use it also to learn other languages, with no restrictions concerning the number of courses and languages. You can [access OLS](#)⁷ with your EU login and join online courses already before your departure. The OLS is hosted on a learning management platform of the European Commission called [EU Academy](#)⁸.

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

⁶ https://youth.europa.eu/solidarity/organisations/reference-documents-resources_en

⁷ <https://academy.europa.eu/local/euacademy/pages/course/community-overview.php?title=learn-a-new-language>

⁸ <https://academy.europa.eu/>

The General Online Training

The General Online Training is a set of optional training modules for the registered candidates and volunteers provided via the European Solidarity Corps' Portal in [EU Academy](https://academy.europa.eu/)⁹. 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](https://youth.europa.eu/news/european-solidarity-corps-general-online-training-available_en)¹⁰ 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 organisation. The mentor will give you personal support and will be your main source of counselling, while guidance and supervision related to carrying out tasks will be offered by a different person. To encourage open communication, mentors cannot be your direct supervisor or be involved in your day-to-day tasks to maintain objectivity. The mentor's role is to assist you with various aspects of your experience, integration into the project and the new 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 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.

European Solidarity Corps Youth Card (European Volunteer Card)

Powered by the European Youth Card Association (EYCA), the European Commission and the Education and Culture Executive Agency (EACEA), the ESC Youth Card is a digital card that gives you access to 30.000+ discounts and opportunities available in 35+ countries in the European Youth Card network. The card is valid for 18 months from the moment you receive it through e-mail. You can use it both at home and abroad, during and after your volunteering activity. There are different categories of discounts such as travel, accommodation, culture, learning, food and drink, going out, sports etc. Check out all the discounts across Europe and get more information at <https://eyca.org/volunteers-card>.

⁹ <https://academy.europa.eu/>

¹⁰ https://youth.europa.eu/news/european-solidarity-corps-general-online-training-available_en

Youthpass and recognition of learning outcomes

[Youthpass¹¹](#) is a tool that helps you identify and document the learning outcomes you developed on the project. 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 formally in a Youthpass certificate and can help you with applying for other opportunities and jobs after the European Solidarity Corps experience, as well as improving your self-assessment and 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 certifies that you have taken part in European Solidarity Corps activities. At the end of your time with the Corps, 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 done in the European Solidarity Corps will be a valuable addition to your curriculum vitae (CV).

All you have to do is first to fill a **participant report** to let us know how your experience went.

Participant report

At the end of your activity, you should complete a **participant report**. It is an online questionnaire that will be sent to you via e-mail and it should not take longer than 10 minutes to fill it in. The report is a chance to give feedback to the organisation and National Agency and to help improve the programme for future participants. The report is also mandatory for issuing you a certificate of participation.

RISK AND CONFLICT MANAGEMENT

You must not 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 mentor to facilitate communication between you and the local environment or the host organisation.

The mentor should be able to provide an independent and objective evaluation of the situation and support the facilitation of solving the conflict. If conflict arises between you and the mentor, you can ask 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 project, conflict situations with the mentor and logistics (board and lodging) etc.

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

If a serious incident occurs, you can expect the mentor to establish and maintain appropriate contact with the supporting organisation, 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 leave the project. This, however, should always be the last resort and should be agreed with the National Agency.

¹¹ <https://www.youthpass.eu/en/>

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 Strategy](#)¹²:

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. – your small eco-friendly actions can create big changes!

Digital transformation – projects are encouraged to add 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. The General Online Training and Online Language Support are available for you on the [EU Academy](#)¹³ platform, as well as other valuable educational resources.

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 Pool](#)¹⁴ developed by the SALTO Participation & Information.

CHECKLIST

Before the activity:

- read the Info Kit and go through it with your support organisation
- apply for visa and/or residence permit
- obtain EHIC - European Health Insurance Card (if applicable) and read the insurance guide
- sign the volunteering agreement
- take part in Pre-departure training (if applicable)
- start learning languages using OLS – Online language support
- explore the General Online Training

During the activity:

- take part in On-arrival training and Mid-term evaluation (if applicable)
- meet regularly with your mentor
- learn languages using OLS

¹² https://youth.europa.eu/strategy_en

¹³ <https://academy.europa.eu/>

¹⁴ <https://participationpool.eu/>

- take advantage of the General Online Training
- enjoy discounts with your European Solidarity Corps Youth Card

After the activity:

- fill in a short online participant report and receive your certificate of participation
- request your Youthpass
- take part in the Annual event for the European Solidarity Corps participants
- check out the General Online Training modules and after-activity modules and courses
- use your European Solidarity Corps Youth Card home and abroad

Networking

- connect with other European Solidarity Corps participants and share your experience with other young people through the European Solidarity Corps community¹⁵ on the European Youth Portal and chat with other Corps volunteers through the European Solidarity Corps App.

The European Solidarity Corps App*Google Play Store**App Store***WHAT'S NEXT AFTER THE VOLUNTEERING ACTIVITY?**

Start a local Solidarity project or join Erasmus+ opportunities like Youth exchanges. Check out the [European Youth Portal](https://youth.europa.eu/solidarity/young-people/community_en)¹⁶ and [Eurodesk Opportunity Finder](https://programmes.eurodesk.eu/volunteering)¹⁷ for more information about other learning and volunteering opportunities abroad for young people, competitions, internships and grants!

Want to volunteer in ESC again?

ESC aims to give as many young people as possible a chance to volunteer. This means there are limits on how often you can participate.

¹⁵ https://youth.europa.eu/solidarity/young-people/community_en

¹⁶ <https://youth.europa.eu/en>

¹⁷ <https://programmes.eurodesk.eu/volunteering>

For ESC projects funded between 2021 and 2023:

- **1 individual cross-border activity**, including EVS (European Voluntary Service) or Humanitarian Aid. You can't do a second one unless in rare, justified cases (max 14 months total)
- **Multiple team volunteering activities** (up to 2 months each)

For ESC projects funded from 2024 onwards:

- **1 individual cross-border activity (longer than 2 months)**, including EVS (European Voluntary Service) or Humanitarian Aid. You can't do a second one unless in rare, justified cases
- **Multiple individual short-term cross-border activities** (up to 2 months each)
- **Multiple volunteering teams** (up to 2 months each)
- **Multiple in-country activities** (up to 2 months each) - in the country of your residence

Important for projects from 2024 onwards:

- Total time for all activities can't exceed **12 months**.
- Overlap of activities isn't allowed.
- Time spent in European Voluntary Service (EVS) or Humanitarian Aid counts toward your total of 12 months.

Need help? Contact your [National Agency or regional SALTO](#)¹⁸ - they're here for you. And remember, there are tons of other amazing opportunities out there!

CONTACT LIST

- 1) My mentor: _____
Contact info: _____
- 2) My host organisation in hosting country: _____
Contact info: _____
- 3) My support organisation in sending country: _____
Contact info: _____
- 4) Lead organisation of my project: _____
Contact info: _____
- 5) My emergency contacts:

¹⁸ https://youth.europa.eu/solidarity/organisations/contact-national-agencies_en

Annex I – Principles

Principles of conduct

The principles of conduct 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.

As a young participant

The organisations that put together your activity have devoted a great deal of time, energy and resources to this. Please respect their effort, as well as the local communities and people directly concerned by the activities.

As a hosting organisation

Participants carry with them certain ideas, convictions and expectations. Please be mindful of these needs as you are responsible for providing a respectful and trusting hosting environment.

Personal pledge

As a young participant, you will embody 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 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](https://youth.europa.eu/privacy_en)¹⁹)
- You can refuse **any offer** of 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

Regarding volunteering:

- Both before and during your deployment, you will **receive clear information** about the tasks you will carry out and (if needed) suitable training and linguistic support.
- You must **sign an agreement** with the host organisation, when you accept an activity, detailing the conditions of your activity
- You must **respect the rules, structure and practices of the hosting organisation** (which 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

¹⁹ https://youth.europa.eu/privacy_en

Annex II - Tasks and responsibilities of participating organisations holding a Quality label**Management (lead organisation)**

- Ensure effective coordination of the project in cooperation with all other participating organisations
- Ensure that the volunteering principles and quality standards are respected by all organisations taking part in the project
- Submit the grant requests and bear the financial and administrative responsibility for the entire project towards the National Agency
- Carry out all or some of the administrative tasks of the other organisation(s) involved;
- Distribute the grant between all organisations
- Carry out monitoring, reporting and evaluation in compliance with programme procedures
- Carry out dissemination and information activities.

Before the activity (support role)

- Select and match registered candidates in the European Solidarity Corps Portal or support the registered candidates to find suitable opportunities (this task may also be undertaken by the host organisation)
- 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 on the EU Academy platform and accessed 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 Support and assessment provided by the Commission)
- Provide adequate preparation for the volunteer before departure, according to the individual needs and in line with the Training and Evaluation Cycle (in specific cases this task may also be undertaken by the host organisation)
- 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 European Solidarity 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)*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 and with the volunteer
- Provide task related support, supervision and guidance to the volunteer
- Provide support to the volunteers to reflect on the learning process and to identify and

- document their learning outcomes, through EU validation tools, in particular Youthpass or Europass or national tools (this task may also be undertaken by the support organisation)
- 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
 - personal support
- Encourage contact with other European Solidarity Corps participants whenever possible
- Provide opportunities to integrate in the local community, meet other people, etc.

Living and working 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 (Support role)

- Provide support for the 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