



Most Frequently Asked Questions
Youth in Action Programme

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I.GENERAL

- **What are the themes and the annual priorities of the Youth in action Programme?**

The annual priorities of the program are updated every year and all this information is available in the Programme guide of the current year as well as within specific calls for proposals.

- **What are the eligible countries of the Youth in Action Programme?**

The promoters and participants from various countries can participate in the Youth in Action Programme. A distinction is made between Programme Countries, Neighbouring Partner countries and Other Partner countries of the World. You can find the whole list of the countries participating in the Youth in Action Programme in Part A of the Programme Guide (Page 17 and 18). Please note each Action has different eligibility criteria linked to geographical coverage. Please consult the relevant sections in the Programme Guide and the specific Call for Proposals in order to obtain more information.

http://ec.europa.eu/youth/youth-in-action-programme/doc/how_to_participate/programme_guide_11/guide_en.pdf

http://eacea.ec.europa.eu/youth/funding/2011/index_en.php

- **Where can I find the work programs of the European Commission and DG EAC for 2011?**

The annual work programs of DG EAC and the Commission are published in the Official Journal and are available on the following web pages:

DG EAC http://ec.europa.eu/dgs/education_culture/calls/annual_programme_en.html

European Commission: http://ec.europa.eu/atwork/programmes/index_fr.htm

The Youth in Action work program:

http://ec.europa.eu/dgs/education_culture/calls/docs/c_2010_5493.pdf

- **Where can I find resume of the projects?**

The projects selected at centralized level by the EACEA are published on our website by year and by round. The key aim of setting out past projects in these compendia is to inspire others to create new, future, projects. The document is designed not only to give information on the accepted projects, but to be used for partner search as well.

http://eacea.ec.europa.eu/youth/results_compendia/compendia_en.php

- **Is cooperation in the Youth field with international organizations possible with any other source of financing?**

Within Action 5 of the Youth in Action program "Support for European Co-operation in the Youth field" the Commission works closely with 2 international organizations: - *the Council of Europe - CoE* : partnership agreement to develop framework for co-operation in the youth field and joint activities, training, conference, seminars and the a research database for youth European Knowledge Centre for Youth Policy (EKCP) <http://youth-partnership-eu.coe.int/youth-partnership/ekcp/index>

EU-CoE youth partnership web portal: <http://youth-partnership-eu.coe.int/youth-partnership/>

- *the United Nations Volunteers – UNV:* is strengthened in order to increase cooperation in the field of volunteering. The UNV program started in the framework of the International Year of Volunteers (IYV) in 2001 contributing to peace and development through volunteering worldwide. <http://www.unv.org/>

- **What is the role of the EACEA?**

The Education, Audiovisual and Culture Executive Agency is responsible for the management of Community action in the fields of education, audiovisual and culture (Council Regulation (EC) No 58/2003 2009/336/EC, repealing Decision 2005/56/EC). Fully operational from the 1st of January 2006, the Executive Agency operates under supervision from its 3 parent Directorates-General of the European Commission: DG Education and Culture (DG EAC), Communication (DG COMM) and Europe Aid Development and Cooperation (DG DEVCO). Its role is to manage European funding opportunities and networks in the fields of education and training, citizenship, youth, audiovisual and culture.

For the Youth in Action programme, the EACEA manages the centralized actions and specific actions (call for proposals/studies), financing the Eurodesk Network, procurement regarding the insurance of volunteers, and the Euro-med Youth Platform see the website: http://eacea.ec.europa.eu/youth/index_en.php

- **What is the role of the National Agencies?**

Implementation of the Youth in Action Programme is mainly decentralised, the aim being to work as closely as possible with the beneficiaries and to adapt to the diversity of national systems and situations in the youth field. Each Programme Country has appointed a National Agency. The National Agencies promote and implement the Programme at national level and act as the link between the European Commission, promoters at national, regional and local level, and the young people themselves. The Agencies are responsible for disseminating general information about the Youth in Action programme as well as encouraging and facilitating the establishment of partnerships. They are also responsible for the selection of projects according to the criteria set by the European Commission. They advise project promoters and organise different kinds of training activities. The National Agencies are the primary sources of information for the users of the Programme, there are currently 35 National agencies for the Youth in Action programme see the full list in the annex of the Programme Guide and on the website of DG EAC: http://ec.europa.eu/youth/youth/doc152_en.htm

- **What is the role of the Eurodesk?**

Eurodesk is a European network responsible for the dissemination of European Union information about youth issues and the Youth in Action Programme. In particular, providing among other activities telephone enquiry services for young people and other actors in the youth field. In the Eurodesk database you will find information concerning more than 130 European programmes/possibilities relevant to young people and other actors in the field. See the full list in the annex of the Programme Guide and on the website of DG EAC: http://ec.europa.eu/youth/youth/doc152_en.htm

- **What is the role of the SALTO's?**

The SALTO's are Support Advanced Learning and Training Opportunities within the Youth in Action programme. There are 8 Resource Centres working on European priority areas within the youth field <http://www.salto-youth.net/about/>

3 Thematic:

Social Inclusion (UK), <http://www.salto-youth.net/rc/inclusion/>

Cultural Diversity (BE) <http://www.salto-youth.net/rc/cultural-diversity/>

Participation (BE) <http://www.salto-youth.net/rc/participation/>

3 Regional:

Euromed Cooperation (France) <http://www.salto-youth.net/rc/eeca/>

South East Europe (Slovenia) <http://www.salto-youth.net/rc/see/>

Eastern Europe and Caucasus (Poland) <http://www.salto-youth.net/rc/eeca/>

2 Structural:

Training and Cooperation (Germany) <http://www.salto-youth.net/rc/training-and-cooperation/>

Information (Sweden) <http://www.salto-youth.net/rc/IRC/>

Together they provide training and cooperation activities to support organizations and National Agencies within the framework of the Youth in Action programme and beyond. In addition to their training role they issue newsletters, publications, and have a partner search database.

• **What is the role of the European Commission within the Youth in Action programme?**

The European Commission is ultimately responsible for the running of the Youth in Action Programme. It manages the budget and sets priorities, targets and criteria for the program on an ongoing basis. Furthermore, it guides and monitors the general implementation, follow-up and evaluation of the Programme at European level.

The European Commission also bears overall responsibility for the supervision and coordination of the National Agencies, which are offices that have been designated and set up by the National Authorities in charge of youth affairs in each Programme Country. For more information and latest news on Youth in Action, consult the website : http://ec.europa.eu/youth/index_en.htm

- **Where can I get information on Youth policies?**

Consult the website of DG EAC http://ec.europa.eu/youth/youth-policies/doc1687_en.htm

- **What is Youth on the Move?**

Youth on the Move is an initiative from the Commission supported by the President composed of a series of incentives aimed at improving the skills of young people and thus their chances of getting their first job. You will find further information on the following websites:

http://ec.europa.eu/youthonthemove/index_en.htm (official website: events, testimonies)

<http://www.facebook.com/YouthontheMoveEurope> (Facebook page)

- **What do I have to do if I have a question which is not covered by the list of FAQs, the Programme guide, or the documents linked to specific calls for proposals?**

You should send an email to our general mailbox eacea-p6@ec.europa.eu

- **How can I be informed on Youth in Action - latest information published?**

Please subscribe free of charge to the Youth in Action RSS feed (a RSS feed allows you to stay up to date with the latest news and documents) You can subscribe to as many RSS feeds as you like :

EACEA http://eacea.ec.europa.eu/about/eacea_rss_en.php

DG EAC http://ec.europa.eu/youth/rssfeed_en.htm

II.APPLICATION

- **Is it possible to resubmit the same project proposal if the first time it does not fulfil the eligibility/selection criteria?**

You can resubmit the same project proposal paying attention:

- To complete the E-form/application form according to the dates corresponding to the round/call for proposals for which you are applying.
- To comply with the eligibility criteria specifically the ones for which your application was rejected.

- **Is it possible to submit several times the same successful project?**

We are always encouraging innovation and creativity for the elaboration of the projects rather than unjustified repetition.

- **Can we apply for a grant from the Executive Agency if we already receive a grant from a National Agency?**

If your organisation has in the past received a grant from a National Agency, you can apply to the Executive Agency as soon as the organisation you represent has the status of a European Non Governmental Organisation (ENGO) - i.e. a body active at European level in the youth field, having member branches in at least 8 Programme Countries. Once your organisation has the status of a body active at European level in the field of youth (ENGO) you are subsequently not allowed to submit any further Youth in Action applications at national level, with the exception of Action 1.2 of the programme (Youth Initiatives).

With regard to Action 2, organisations may apply to a National Agency for projects involving only Programme and Neighbouring countries, and to the Executive Agency for projects with Other Partner countries of the world.

- **Can we fill in an application in any language other than English, French or German?**

Yes. You can complete your application in ONE of the 23 official languages of the European Union.

- **Do we need to submit a paper copy of our validated and submitted E-form?**

Yes, you need to send a copy of the validated E-form with the submission number along with several annexes as requested on the website.

- **I have questions when I am writing an application, can I ask for the help of EACEA?**

Before contacting the Youth Unit, we invite you to check the information available in the Programme Guide and on the Youth in Action Program's website. All necessary information should be found there. However, if after that you have still some questions, you can contact the Unit at EACEA-P6@ec.europa.eu

However, please note that for reasons of equal treatment the Youth Unit may not advise you on the content and the qualitative aspects of your proposal.

- **I have a Youth in Action project, is my project eligible?**

For the equal treatment of all applicants, the Executive Agency cannot provide confirmation if your application is eligible in advance of a full submission being made. All eligibility criteria are identified and explained in the Programme Guide and specific calls for proposals.

- **I have submitted an application; will I be informed about its reception by your services?**

Once your application is transferred to our local IT system you will receive an acknowledgement of receipt by e-mail.

- **I sent an application, when can I expect the results and how will I be informed?**

The outcome of the selection procedure with the list of the selected applications is published on the Youth in Action website during the fifth month after the application deadline. For specific calls for proposals, if the delay is shorter, it will be indicated in the call.

- **Are application forms the same for the EACEA as for the National Agencies?**

The application forms for the EACEA are not the same as for the National Agencies. To find the application forms to be submitted to the EACEA, please consult only the EACEA's website.

- **Are application forms only available in English?**

Application forms of the EACEA are available in 3 languages – English, French and German.

- **Is there a limit for sending the copies of the Activity agreements for Action 2?**

The limit is 6 weeks before the start of the service.

- **As our partners, can we have organizations from both Neighbouring Countries and other Partner Countries? (Action 2)**

Yes, but please note that the number of partner organizations from the Partner countries cannot exceed the number of partners from Programme countries.

- **Is it possible that original documents are sent to the EACEA after the deadline? If yes, when?**

We strongly advise you to ensure that your application is complete. Attach copies of documents if the originals are not available.

- **Can an organization submit more than one application?**

For the permanent actions of the Programme Guide, each organization can submit only 1 application per round per sub-Action.

- **I would like to find new partners for my project. Does a database exist of organisations?**

You can find useful links regarding partner search for the Youth in Action Programme on our website at http://eacea.ec.europa.eu/youth/tools/partner_search_en.php

The Compendium of selected projects, by action and by year, will also help you to identify participating organisations in the Programme Countries or the Partner Countries. Compendia are published together with the selection results on our website at http://eacea.ec.europa.eu/youth/results_compendia/compendia_en.php

III. SELECTION

- **Who are the evaluators chosen for the evaluation of projects, and what are the criteria for evaluating the proposals?**

The evaluation system implemented by the Executive Agency foresees that grant applications are assessed by at least two external evaluators, selected from the database of evaluators linked to the call for expressions of interest EACEA/2007 for the establishment of a list of evaluators.

http://eacea.ec.europa.eu/about/call_experts/call_experts_2007_en.php

The external evaluators selected have at least four years' professional experience relevant to the Youth in Action Programme.

The evaluators are invited to assess applications independently against the relevant award criteria linked to the Action concerned, clearly defined in the specific Call for proposals or the Programme Guide (depending on the Action concerned).

The Agency ensures that panels of experts are drawn up in a balanced manner with an appropriate rotation of experts.

- **During the selection, I receive communication from EACEA (e.g. requesting budget clarification, supplementary information, etc.). Does it mean that my application is selected?**

No. In accordance with the principle of a supportive approach applicable to the Youth in Action Programme, the Agency may contact applicants if there is a need to clarify certain aspects of a project proposal. ***This does not mean that an application is selected.***

Please note however that, in accordance with the principle of equity of treatment, no changes can be proposed spontaneously by the applicant after the application has been submitted.

- **Can we get the results of the evaluation of the applications made by the independent evaluators?**

All candidates are informed in written form of the outcome of their application, which includes the scoring given by the evaluators, directly after the final decision of the Executive Agency.

Individual discussions may take place with any applicant introducing a request, in order to propose guidance linked to the key issues of the Youth in Action Programme, and in particular the action in question.

IV. RESULTS

- **When are the results of the selection published and where?**

For the specific calls for proposals, the delay for publication of the results will be indicated in the call itself. For the permanent actions, the results will be published during the fifth month after the application deadline.

See the results pages together with a detailed resume of the projects at:

http://eacea.ec.europa.eu/youth/results_compendia/results_en.php

- **Is it possible to get statistics?**

The European Commission issue statistics on the Youth in Action programme on their page 'At a glance' http://ec.europa.eu/youth/glance/glance1544_en.htm.

National statistics can be obtained via the National Agencies.

The SALTO's (training and resource centres) are also providing statistics on training provided.

<http://www.salto-youth.net/about/stats/webstats/>

- **How can I valorise my project?**

Dissemination and exploitation of results are explained in detail in the programme guide: http://eacea.ec.europa.eu/youth/programme/programme_guide_en.php

Project promoters should plan and carry out follow-up activities aimed at making their project concept and results better known and sustainable, to contribute to the overall impact of the Youth in Action programme. Results of a project should be planned and for several actions an extra support is provided. DG EAC has developed an electronic platform called "EVE" to support promoters in the dissemination and exploitation of the results of their projects EU-wide http://ec.europa.eu/dgs/education_culture/eve/.

V. LEGAL DOCUMENTS / ANNEXES

- **Which legal entity is to be used by Non-governmental organizations (NGO's)?**

In general, the NGO's are Private body. Please refer to the statutes and registration of your organization as well as to the legal status of the NGOs in your country.

- **What is the difference between a Network and ENGO?**

An *ENGO* (European Non Governmental Organisation) is an organization which pursues a goal of general European interest and whose activities are aimed at young people's participation in public life and in society and the development of European cooperation activities in the youth field. An ENGO must:

- be legally established for at least one year
- be non-profit-making
- be established in one of the Programme Countries, one of the countries of the Western Balkans, in Belarus, Moldova, the Russian Federation or Ukraine
- operate at European level
- be active in the field of youth (it may be a body whose activities are solely for the benefit of young people or a body with wider aims, some of the activities of which are for the benefit of young people)
- Have a structure and activities covering at least eight Programme Countries (it may be a European network representing bodies active in the field of youth)
- Run activities in accordance with the principles underlying the Community activity in the youth field
- Involve young people in managing the activities conducted for their benefit.

A *network* is an association of organizations having a common interest to provide mutual assistance, information and working together.

Action 4.1 identifies two types of European non-governmental organisations:

- a) European umbrella organisations having branches in at least 8 eligible countries
- b) formal European networks having formal statutory member organisations in at least 8 eligible countries.

- **Do I have to submit with the application form the originals of part III (partnership agreements)?**

No, the sending of the original partnership agreements is not mandatory anymore. A fax or scan copy joined to your application complies with the rules applicable in a perspective of simplification of the process.

- **If our organization has 4 legal representatives but in the application we only mention 1; who should sign the application form?**

Even if your organization has several legal representatives, only the person mentioned in the application form can sign it.

VI.PARTICIPANTS

- **Do participants need to be identified before applying for a grant?**

For most of the actions of the Programme, the participants do not need to be individually identified in the application form and therefore they can be selected by the promoters of the project afterwards. However, should you have already this information available before the application deadline, do not hesitate to mention it in your application as an added value.

In the framework of the specific Call for proposals, under Action 4.3 -"Mobility of the Youth workers", the identification and personal motivation of the participant(s) represent compulsory elements of the application. This information is clearly requested in the application form and will constitute an integral part of the assessment of the proposal.

- **I am 30 years old. May I still participate in a project where the upper age limit is 30?**

Participants must not be older than the indicated maximum age at the application deadline. If, for the action concerned, the upper age is 30 years old, participants must not have reached their 31st birthday by the application deadline.

For the upper and lower age limits applicable to each action of the Programme, please consult the item related to "Eligible participants" within the eligibility criteria applicable to each action of the Programme, as presented in Part B of the Youth in Action Programme Guide, or in the specific calls for proposals:

http://eacea.ec.europa.eu/youth/programme/programme_guide_en.php

- **Does the identity card of the participants need to be joined to the application form?**

The copies of the identity cards have not to be joined to the application form. However, the rules related to the age of participants must be respected according to the specific rules applicable to each action of the programme.

Applicants sign a declaration on their honour certifying that the information contained in the project proposal is correct and the beneficiaries of a Grant Agreement / Decision accept the contractual obligation to respect the rules applicable to the action concerned.

At the stage of the final report, the Executive Agency is able to check compliance with those rules. Participants under/over the age limit will not be financed.

VII.FINANCING

- **What is exactly the co-financing?**

The co-financing principle aims to make beneficiaries responsible for the operational and financial viability of their projects, which they continue to “own” and which they undertake to carry out in a proper manner. These projects must not be financed entirely out of European Union funds and beneficiaries are asked to obtain additional financing from other sources. In the case of operating grants in particular this rule is intended to ensure that the bodies receiving grants are not entirely dependent on European Union financing.

- **Can an organization make profit out of a project/grant?**

No, according to the financial regulation, “The grant may not have the purpose or effect of producing a profit for the beneficiary.” (Article 109(2) FR)

Profit is defined as:

- *“in the case of a grant for an action, profit means a surplus of receipts over the costs incurred by the beneficiary when the request is made for final payment.*

- *“in the case of an operating grant, a surplus balance on the operating budget of the beneficiary” (Article 165(1) IR).*

- **Are the beneficiaries of the Youth in Action projects exempted from VAT when purchasing good and services**

No, VAT is INELIGIBLE, unless the beneficiary can show that s/he is unable to recover it.

- **What is the EURO conversion rate web to be applied when claiming grant payments?**

The use of the correct month to determine the exchange rate is defined in the grant agreement / decision. All the rates can be found on the following website:

<http://ec.europa.eu/budget/inforeuro/index.cfm?Language=en>

VIII. GRANTED PROJECTS AND CHANGES

- **My organisation has changed its address, what do I have to do? Where do I submit the request for a change of address?**

Send us an official document showing the change in the legal address of your organisation and a new Legal Entity form together with a request of change of address, for all open projects, signed by the legal representative of your organisation. Please mention all Grant Decision / Grant Agreement reference numbers. Send all the requested documents to the following address:

Education, Audiovisual and Culture Executive Agency
YOUTH Unit, BOUR 04/29
Avenue du Bourget 1
B-1140 Brussels
Belgium

- **Our Legal representative has changed what should I do?**

Send us an official letter signed by the previous legal representative asking for the change together with an official document showing the change in the legal representative. Please mention all Grant Decision / Grant Agreement reference numbers. Send all the requested documents to the following address:

Education, Audiovisual and Culture Executive Agency
YOUTH Unit, BOUR 04/29
Avenue du Bourget 1
B-1140 Brussels
Belgium

- **How do I inform the EACEA if my organisation changes its bank account?**

Send us a new Financial Identification form together with a request for change of bank account in all open projects signed by the legal representative. Please mention all Grant Decision / Grant Agreement reference numbers. Send all the requested documents to the following address:

Education, Audiovisual and Culture Executive Agency
YOUTH Unit, BOUR 04/29
Avenue du Bourget 1
B-1140 Brussels
Belgium

- **Which procedure has to be followed if a bank guarantee is requested by EACEA?**

There are 3 options for your organisation:

1. You are able to obtain the bank guarantee – in such case just inform us.

2. You opt to do the project without the pre-financing, the grant will be paid only at the end of it (after analysis of the final report by the EACEA) – in such case just inform us.
 3. You cannot obtain the bank guarantee and cannot complete the project without the pre-financing - in such a case, send a request for amendment of the payment modalities in order to obtain a reduced pre-financing followed by a progress report and second pre-financing.
- **I signed the grant agreement and would like to immediately make an amendment; is it possible?**

An amendment to the Grant Agreement is ONLY allowed AFTER reception of the Grant Agreement signed by the EACEA.

- **Can the trainers in Action 3.1 (training and network) be freelance or they have to represent a partner organization?**

Yes. The trainers participating in a 3.1 TN project can be freelance trainers.

- **I would like to make changes to my project activities, is this possible?**

It is possible but only with prior written approval from the EACEA. An assessment of the impact of the change is necessary before approval can be given. Proposed changes must be communicated to the EACEA in writing.

- **How do I inform the EACEA about project budget changes?**

Send us a new budget calculation together with a request for change of the budget signed by the legal representative. Please mention the Grant Decision / Grant Agreement reference number. Send all the requested documents to the following address:

Education, Audiovisual and Culture Executive Agency
 YOUTH Unit, BOUR 04/29
 Avenue du Bourget 1
 B-1140 Brussels
 Belgium

ONLY transfers from and to actual cost budget items are allowed. Changes not exceeding 10% of the item can be notified to the EACEA at final report level. All other changes must be communicated to the EACEA in writing well before the changes will come into effect, for assessment. If the changes are agreed the EACEA will issue written approval. In ANY case the grant amount cannot INCREASE.

- **How do I inform the EACEA and when if the project and activity dates are changing?**

A change in the project and activity dates needs to be requested to the EACEA before it occurs.

1. A change in the project dates (i.e. eligibility period of the project) needs to be requested by an official letter signed by the legal representative and specifying the reason for the change which

needs to be duly justified. Please mention the Grant Decision / Grant Agreement reference number. Send all the requested documents to the following address:

Education, Audiovisual and Culture Executive Agency
YOUTH Unit, BOUR 04/29
Avenue du Bourget 1
B-1140 Brussels
Belgium

2. A change in the activity dates (or service dates) can be requested via e-mail. Please contact your project officer (his/her name appears in the letter sent out with the Grant Decision / Agreement).

- **How do I inform the EACEA and when if the venue of my activities is changing?**

A change in the venue needs to be requested to the EACEA before it occurs.

1. If the venue remains within the same country, please contact your project officer by e-mail. (his/her name appears in the letter sent out with the Grant Decision / Agreement).

2. If the country of the venue changes, please send an official letter signed by the legal representative and specifying the reason for the change which needs to be duly justified. Please mention the Grant Decision / Grant Agreement reference number. Send all the requested documents to the following address:

Education, Audiovisual and Culture Executive Agency
YOUTH Unit, BOUR 04/29
Avenue du Bourget 1
B-1140 Brussels
Belgium

- **How do I inform the EACEA and when if the project partners or participants need to be changed?**

A change in the project partners and/or participants needs to be requested to the EACEA before it occurs.

1. If the project partners and/or participants remain within the same country, and from the same organization for the participants, please contact your project officer by e-mail. (his/her name appears in the letter sent out with the Grant decision/agreement).

2. If the country of the project partners and/or participants change, please send an official letter signed by the legal representative and specifying the reason for the change which needs to be duly justified. A withdrawal letter of the withdrawing organisation and a new Part III – Partner promoters of the new organisations need to be attached to the request. Please mention the Grant Decision / Grant Agreement reference number. Send all the requested documents to the following address:

Education, Audiovisual and Culture Executive Agency
YOUTH Unit, BOUR 04/29
Avenue du Bourget 1
B-1140 Brussels
Belgium

- **How far in advance do I need to communicate changes?**

To allow each case to be considered, proposed changes must be communicated to the Executive Agency at least 1 month before they are due to take effect.

IX. FINAL REPORT

- **A participant lost his boarding pass, what do we have to do?**

In this case, the participant should provide an official document / declaration from the airplane company. This document should indicate the name of the participant, the date of their flight, and the itinerary of the flight.

- **Can a participant stay in the hosting country after the activity? (Action 2/EVS)**

Yes, but please note that in this case all the costs (travel back home included) must be covered by the participants themselves.

- **What do we have to submit as financial justification for our projects?**

Depending upon the action, the reporting obligations are different. For a detailed description please refer to the section of each action in the Programme guide, or the documents related to specific calls for proposals. In general, supporting documents (invoices, boarding pass, time-sheets, payslips, etc) must be produced for all costs. The beneficiary (or co-beneficiary) must enter costs in his accounts in accordance with the applicable rules.

- **Do I need to send the final report separately and when?**

The final report must be complete and all the information has to be correct. It must be sent within 2 months or 3 months after the end date of the project, depending upon the action for which you have received a grant. (See your Grant Decision / Agreement to identify the deadline which applies to your project)

- **When am I informed, and how, that my final report has been received, and accepted?**

The EACEA does not send an acknowledgement of receipt for final reports. If you wish to be sure that the final report reached the Youth Unit, please send it by registered or recorded post.

- **How many days do I have to complete the missing information of the final report, once notified by EACEA?**

You will be requested to complete and submit the missing information as soon as possible. A specific deadline will be given to you in writing.

- **I need to reimburse money to EACEA but my bank doesn't want to proceed because the bank account in the debit note is not the same as that from which the grant came?**

The European Commission is a very big institution and has several bank accounts. It is normal that the bank account for the reimbursement does not match with the bank account from which a pre-financing has been received.

- **I have sent the final report and I am waiting for an answer, how long does it take?**

The Executive Agency has 90 days to analyze the final report.

- **I cannot complete all the actions of the projects, will I be penalized?**

The analysis will be done on case by case basis. However, if the specific conditions set out in the Agreement / Decision are not, or are only partially, fulfilled the EACEA has the right to withdraw or to reduce its grant in line with the extent of fulfilment of the project objectives or requirements.

- **Should I provide a detailed list of invoices translated?**

Yes, a list of invoices, presented in English and indicating the currency they are drawn up in, will assist in reducing the time taken to confirm the final payment, and will help avoid requests for supplementary information. Please contact the Youth Unit if you need guidance about what information to provide.

- **How do we calculate the eligible costs related to travel by car, and are the related costs (i.e. gas, fuel, toll, and parking) eligible?**

If a personal car is used the re-imbursements should be calculated on basis of the number of km multiplied by the rate 0.22€. In this case gas, fuel, toll, and parking are ineligible.

- **For operating grants (action 4.1) if the organization has staff in several countries which country should be chosen in the case of flat rates? (i.e. 50% in Finland and 50% in Belgium)?**

Usually you choose the country where most of the permanent staff work. In your specific case (50% - 50%) you should choose the country where the organization has its legally registered office.

- **What is the definition of operating costs?**

There is a distinction between operating costs and project costs. Operating costs should cover all the administrative costs of an organization, including personnel costs, rent etc., whereas project costs should only cover the expenditures linked to a specific project or activity.

- **What are indirect costs?**

Under some specific Calls for Proposals linked to projects, such as the Call for Action 3.2, organizations can apply for indirect costs, which are usually up to 7% of the total eligible costs. Those indirect costs are meant to cover operating costs, such as rent, heating, electricity etc. of the organization when implementing the project. To comply with the rules of double funding, beneficiaries of an Action 4.1 operating grant cannot apply for those indirect costs as the operating grant already covers such expenditures.

- **Is subcontracting eligible? If yes, how many offers are needed? Should the tender for subcontracting be included in the final report (Action 4.1)?**

Subcontracting is eligible, under the condition that certain rules are complied with. The beneficiary must obtain competitive tenders and choose the tender with the best quality/price ratio. The beneficiary is required to document clearly the competitive tender process carried out and to keep these documents in case of an audit. This applies for example if an organization wants to publish a book and needs to subcontract an editing house, or if an organization wants to create a new website and needs to subcontract a web design enterprise.

- **How do we calculate, for operating grants (action 4.1), full time staff? Shall we include the staff working in the organization?**

The calculation should include members of staff which find themselves engaged in the realization of that part of the applicant's annual work plan which is related to the Youth in Action Programme objectives. This means that all members of staff of a Youth organization or those members of staff working in the Youth section of the organization (for organizations which do not work exclusively in the field of youth) could be included in the 'Full Time Equivalent' calculation.

- **How do I choose between flat rates or budget based system (action 4.1)?**

The choice depends on your organization. Organizations are completely free to choose the most advantageous system for them. In general it is more advantageous to choose the flat rate system as soon as you have permanent staff members. If your organization only works with volunteers, you should probably choose budget-based financing.

- **Is it possible to include volunteers in the budget calculation (action 4.1)?**

In order to guarantee an equal treatment between the budget-based and the flat rate system, contributions in kind are not eligible. It is therefore not possible to include volunteers as contributions in kind. However, the budget based system allows the inclusion of any (operating) actual costs linked to trainees and volunteers in the appropriate section.

- **What is contribution in kind, can you give us examples?**

By contributions in kind we mean the provision of goods or services to the beneficiary free of charge by a third party. Contributions in kind do not therefore involve any expenditure for the beneficiary and are not entered in his/her accounts.

The use by the beneficiary of his own staff or equipment for the purposes of implementing the action does not represent a contribution in kind since this use constitutes a cost for the beneficiary and may consequently constitute a direct (or indirect) cost of the action. If the beneficiary intends to meet this cost himself it counts as self-financing out of own resources.

- **We have partners in eligible countries and ineligible countries – should we mention the ineligible countries in our final report?**

Additional dissemination and valorisation measures can be developed outside the scope of the eligible countries but will not be covered by the EU grant allocated. However, those measures representing a potential added value for the project could be mentioned in the final report.

The EVE data base has the aim to provide a central point to record and collect information about Education and Culture project results. Do not hesitate to use and feed this tool. The Internet address is the following: http://ec.europa.eu/dgs/education_culture/eve/index_en.htm

X. AXA insurance / Visa / Accreditation / Youthpass

- **What Actions are concerned by the AXA insurance?**

Action 2, European Voluntary Service and Action 4.6 (only volunteers covered)

- **What is the website for the enrolment of the volunteers for compulsory AXA insurance?**

<http://www.europeanbenefits.com/index.php?lang=en&home=0>

- **Who is in charge of enrolment for AXA insurance?**

The coordinating organization (applicant).

- **Who receives the volunteer's guide, the insurance card and all the documentation about AXA insurance and when?**

The volunteer. The volunteer's guide is also available on our website: http://eacea.ec.europa.eu/youth/programme/action2_en.php

- **When do we register to AXA?**

As soon as you have selected your volunteers and always before the departure of the volunteers.

- **Is the AXA insurance free for the volunteer, what does it covers?**

Yes, the AXA insurance is free for the volunteer and all the main cases of sickness, accident and repatriation are covered. For details, please consult the volunteer's guide: http://eacea.ec.europa.eu/youth/programme/action2_en.php

- **Where and when is the volunteer covered?**

The volunteer is covered for the whole duration of their service in the host country. Free cover is available for a maximum of 2 months after the end of the service (to be requested to AXA). For details, please consult the volunteer's guide:

http://eacea.ec.europa.eu/youth/programme/action2_en.php

- **Who provides visa support letters?**

The EACEA Youth Unit is in charge of providing visa support: eacea-p6@ec.europa.eu
Tel: +32.2.296 87 24

- **What type of information is needed to get visa support?**

General information:

- project reference
- project title
- sending organisation name and address
- host organisation name and address

- coordinating organisation name and address
- date of the activity (start/end)

For each participant:

- name/surname
- full address
- date of birth
- passport number
- date of issue of the passport
- by which authorities the passport has been issued
- until when the passport is valid

- **Do I need to be accredited at EACEA if my accreditation is valid at National level?**

No. You are either accredited at national level or at European level, never at both.

- **What is the accreditation at European level?**

It is the same as at national level but applies to the following promoters:

- European non-governmental organisation (ENGOS) located in Programme countries
- International governmental organisations located in Programme countries and South East Europe (SEE)

- **When do I submit an accreditation form and where?**

There is no deadline for submission, the process of accreditation is continuous. However, you should make sure to submit your Expression of Interest (EI) on time for the deadline you want to apply for, counting about 6 weeks for the procedure of accreditation. The EI must be sent in original, by post and email, to the EACEA:

Education, Audiovisual and Culture Executive Agency
 YOUTH Unit, BOUR 04/29
 Avenue du Bourget 1
 B-1140 Brussels
 Belgium

- **What is the validity of the accreditation?**

Accreditation can be given for up to three years. However, a shorter validity can also be decided in some cases.

- **How do I make changes in my accreditation?**

You need to submit a request to the Agency that accredited your organization, in order to update it.

- **Is there a database of accredited organizations outside Programme countries and South East Europe?**

No. Organisations outside the Programme Countries and South East Europe can participate as project partners in EVS without accreditation.

- **What is Youthpass and which action does it concern?**

Youthpass is a tool for participants of projects funded by the Youth in Action Programme to describe what they have done and to show what they have learnt.

Youthpass Certificates are available for European Voluntary Service (Action 2), Youth Exchanges (Action 1.1 and 3.1), Training Courses (Action 3.1 and 4.3), action 4.6, and for Youth Initiatives (1.2).

- **What is the website for issuing a Youthpass?**

<http://www.youthpass.eu/en/youthpass/>

- **What is the project reference number to be used for issuing a Youthpass?**

The project reference is always the Grant Agreement / Decision number.