



**“Association of
Quality Intermediary
Organizations Fostering
Mobility in Europe”**

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Quality Assurance System for VET Mobility Intermediary Organizations

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List of abbreviations

Abbreviation	Stands for
CCGPE-DGEO	Centre de Coordination et de Gestion des Programmes européens - Direction Générale de l'enseignement obligatoire
CPD	Continuous Professional Development
CV	Curriculum Vitae
ECQ	European Center for Quality Ltd
EGInA	European Grants International Academy Srl
EQF	European Qualifications Framework
IO	Intermediary organisation
ISO	International Organization for Standardization
IT	Information Technology
IVET	Initial Vocational Education and Training
MERIG	Multidisciplinary European Research Institute Graz
QAS	Quality Assurance System
VAT	Value added tax
VET	Vocational Education and Training



Introduction

Transnational mobility aimed at acquiring new skills is one of the fundamental ways through which individuals, particularly young people, can strengthen their future employability and foster their personal development. Vocational education and training enables people to acquire the knowledge, skills and experience they need to succeed in the labour market, whether for a particular job or for a broader range of occupations.

In 2016, Erasmus+ supported more than 139 000 VET learner and staff mobilities, reaching out to nearly 17 000 organisations and funding more than 3 000 projects in the field of VET (Erasmus+ Annual Report, 2016). While the rate of participation in mobility projects is increasing, the focus shifts from access to mobilities to the quality of the provided services.

The IntoQuality project¹ aims to create a more favourable environment for youth exchanges and mobility programmes in the field of IVET. One of the specific objectives set up for achieving this aim is to develop an efficient Quality Assurance System (QAS) which could guarantee credibility of intermediary organizations facilitating European mobilities. This publication presents the rationale and structure of the IntoQuality QAS, its criteria and indicators, and the guide to self-assessment.

The developed Quality Assurance System (QAS) is aligned to the Erasmus+ VET Mobility Charter and complements it helping organisations with good track records of organising VET mobility for learners and staff to further develop their international strategies. The IntoQuality QAS also contributes to the European Union’s fundamental values - respect for human dignity and human rights, freedom, democracy, equality and the rule of law, uniting all member states.

The developed Quality Assurance System is targeted at intermediary organizations, facilitating or coordinating mobilities. However, it may also be useful for sending and receiving organizations, as a tool promoting the common understanding of the quality in mobilities.

Rationale and structure

The Quality Assurance System is structured around the categories of services offered by VET Mobility Intermediary Organizations. The service categories were defined by the project partnership based on their experience and as a result of a thorough analysis of services provided by various mobility organizations in Europe. The selected criteria were assessed against the principles of clarity, completeness and exclusiveness, in order to avoid repetitions and make the QAS clear and succinct. Each quality criterion included in the QAS was further described in terms of quantifiable indicators, which could be easily used for the purpose of assessment. The indicators were classified in accordance with the stages of a mobility: preparation; implementation; and follow-up. In total the QAS contains 26 quality criteria and 98 indicators, structured into nine sections.

¹ IntoQuality is an Erasmus+, KA2 project implemented in the period between November 2016 and November 2018 by the consortium of six partner organizations from six European countries: ECQ (BG), CCGPE-DGEO (BE), EGInA Srl (IT), Wisamar (DE), MERIG (AT) and Arts&Skills (PT). <http://intoquality.eu/>



Table.1 *Sections of the IntoQuality QAS*

1. Overall organization of mobilities
2. Accommodation
3. Catering
4. Transportation
5. Training placements
6. Structured training activities (incl. language training)
7. Professional study visits
8. Cultural activities
9. Inclusion of people with special needs

Identification and definition of quality criteria and indicators for each section of the QAS started with an audit of existing standards and tools aimed at evaluation or quality improvement of related services. The consortium analysed 46 standards and tools, which could be applied to the mobility field. Between 1 and 7 quality criteria were listed under each section, reaching a total of 26.

Quality criteria

A summary list of the quality criteria per the QAS sections is presented in Table.2.

Table.2 *List of quality criteria per the sections of the IntoQuality QAS*

Code	Criterion	Description
SECTION.1 OVERALL ORGANIZATION OF MOBILITIES		
Org-1	Provision of timely and sufficient information on all aspects of the organization of the mobility	The Intermediary Organization communicates with the Sending Organization regarding the offered products and services they can expect
Org-2	Staffing	The Intermediary Organization has and involves a sufficient number of suitably qualified and experienced staff
Org-3	Supervision	The Intermediary Organization is able to monitor risks and quality, as well as handle emergencies and participants' safety
Org-4	Overall organization of the mobility programme	The overall concept and design of the mobility programme is adequate and allows for achieving the desired goals
Org-5	Monitoring and evaluation of the mobility	An adequate strategy for recording, assessing and follow-up on the satisfaction of mobility participants with the mobility and the provided services is in place and results are made clearly visible to the mobility participants
Org-6	Internal and external audits	A continuous process of review and assessment of quality through internal and external audits is in place
Org-7	Value for money	The price charged for each element of the intermediary service corresponds to the respective quality provided for it
SECTION.2 ACCOMMODATION		



Acc-1	Condition of the accommodation facilities and quality of services	The Intermediary Organization ensures safety and good condition of the accommodation facilities and adequate quality of the provided services
Acc-2	Customer care	The accommodation is planned and organized on the basis of detailed, relevant and sufficient information about the needs and expectations of the mobility participants
SECTION.3 CATERING		
Cat-1	Food quality and safety	The Intermediary Organization is able to guarantee adequate levels of food quality and safety
SECTION.4 TRANSPORTATION		
Tran-1	Appropriateness of means of private transport	Appropriate means of private transport are ensured for the mobility participants taking into consideration their needs and profile at group level, logistics, etc.
SECTION.5 TRAINING PLACEMENTS		
TP-1	Relevance of the training placement to the needs and profiles of the mobility participants	The Intermediary Organization evaluates mobility participants' training needs and aligns participants and placements in order to ensure a good fit between the participants' skills and the training program
TP-2	Compliance with the Learning Agreement	A Learning Agreement must be established between the Sending Organization/ Intermediary Organization and Host Organization before starting the mobility project and a Memorandum of Understanding (if applicable) must be signed
TP-3	Induction	The trainee is properly introduced to the Host Organization and its facilities, its values and mission, as well as to the relevant staff members that he/she will work with
TP-4	Tutoring or mentoring, evaluation and certification of the trainees	The Intermediary Organization ensures adequate tutoring, mentorship or supervision for the trainee during the placement, as well as evaluation of the performance of the trainees, certification of trainee results and provision of feedback to the trainees
SECTION.6 STRUCTURED TRAINING ACTIVITIES (INCL. LANGUAGE TRAINING)		
STA-1	Environment/ Infrastructure	An environment conducive to learning is established, ensuring the desired impact during the training session
STA-2	Qualification of staff (teachers/trainers)	If any internal staff members are involved in structured training activities, they have the skills, knowledge and abilities to be effective trainers
STA-3	Relevance of training activities	A detailed training plan with the relevant content for each training day is established for the training
STA-4	Monitoring and documentation of training; evaluation and certification of trainee achievements	Proper monitoring and documenting of training activities is in place. The training ends with evaluation of trainee achievements
SECTION.7 PROFESSIONAL STUDY VISITS		
PSV-1	Relevance of professional study visits to mobility participants' needs	The Intermediary Organization is aware of the mobility participants' background and motivation, and selects the most adequate type of study visits in order to ensure the full engagement of the mobility participants and to maximize the learning potential of the visit
PSV-2	Active involvement of mobility participants in the study visits	The mobility participants feel that they have had the chance to actively participate in the organized study visits, to share their opinion and to ask questions
SECTION.8 CULTURAL ACTIVITIES		
Cult-1	Relevance of cultural activities to mobility participants' needs and	The Intermediary Organization chooses the right cultural activities in view of participants' interests and needs, provides detailed, relevant and sufficient



	interests	information before, during and after the activity, and ensures constant active communication and availability of staff to support the mobility participants
Cult-2	Safety of the participants	There are safety management processes in place to handle risks effectively during cultural activities
SECTION.9 INCLUSION OF PEOPLE WITH Special Needs		
Incl-1	Facilitating the inclusion of people with special needs in mobility	The Intermediary Organization ensures that participants with special needs are included in all aspects of the mobility and have a satisfactory mobility experience
Incl-2	Facilitating the training placements of people with special needs	The Intermediary Organization identifies and eliminates any barriers and discrimination that prevent persons with special needs from fully participating in and benefitting from training placements
Incl-3	Inclusion of people with special needs in structured training activities, professional study visits and cultural activities	The Intermediary Organization identifies and eliminates any barriers that prevent people with special needs from being fully involved and included in structured training activities, professional study visits and cultural activities

Self-assessment guide

Based on the list of the quality criteria and indicators included in the IntoQuality QAS the project consortium developed the Self-Assessment Tool. This tool may be used by mobility organizations for assessment and eventual improvement of their services. Also, it may serve as a knowledge base for start-up mobility organizations, looking for a professional standard in the field of mobilities.

The IntoQuality Self-Assessment Tool has the following structure (Table.3).

Table.3 *Structure of the IntoQuality Self-Assessment Tool*

Section No & Name								
No Code	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
EXAMPLE								
Org-2	Staffing	The Intermediary Organization has and involves a sufficient number of suitably qualified and experienced staff						
Ind-1	<i>Implementation stage</i>	The Intermediary Organization involves an adequate number of human resources relevant for the size and type of the group. <...>	<input type="checkbox"/> Lists of assigned staff members to particular groups <input type="checkbox"/> Other	5	3	2	0	0

The sections of the Self-Assessment Tool correspond to the sections of the QAS (Table.2). The quality criteria (code / criterion / description) are followed by the respective indicators (code / stage / indicator / evidence / response options).



The description of each indicator is supplemented with a list of evidence. Its aim is to provide an idea of what specific documents and/or processes established within an organization could prove that this organization meets the given indicators. The list of evidence is exemplary, not exhaustive. It means that a company performing self-assessment may choose one, a few or all of the suggested evidence, or it may choose “other” and write down an alternative evidence, which is sufficient to prove compliance with the indicator in their specific context.

The response options reflect the degree to which the indicator is met: *Yes, fully; To a large extent; To a small extent; No; Not applicable*. Depending on the indicator and its value in relation to the overall quality of the mobility, the response options are awarded different scores (Table.4):

Table.4 Response options in the IntoQuality Self-Assessment Tool

	Yes, fully	To a large extent	To a small extent	No	N/A
Score option 1	5	3	1	0	0/5
Score option 2	4	2	1	0	0/4
Score option 3	3	2	1	0	0/3

The response option “Not applicable” may be awarded either a minimum score (0), in case the compliance with the indicator is crucial for ensuring quality of the mobility, or a maximum score (5, 4, or 3), in case the compliance with the indicator is not mandatory (e.g. when a company does not offer a corresponding service).

The self-assessment should be carried out, following these steps:

Step.1

- ✓ Look through the sections of the IntoQuality QAS
- ✓ Select the sections which you will use for self-assessment. Note, that the sections correspond to the services your organization provides. Section.1 “Organization” is mandatory.

Step.2

- ✓ Read carefully the QAS criteria and indicators
- ✓ Choose the evidence you have available to provide, in order to prove that you meet the indicator
- ✓ Assess your performance per each indicator, choosing one of the response options

Step.3 *

- ✓ Calculate your score per section by summing up the score of each indicator
- ✓ Calculate the total score by summing up the section scores

* Done automatically in the on-line version of the tool: <http://intoquality.eu/test/listall>

Step.4

- ✓ Read the assessment feedback
- ✓ Plan improvement actions



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Annex.1

QAS Self-Assessment Tool

Please, choose the services your Organization provides:

- ☐ Accommodation
- ☐ Catering
- ☐ Transportation
- ☐ Training placements
- ☐ Structured training activities
- ☐ Professional study visits
- ☐ Cultural activities
- ☐ Mobility programmes for people with special needs

Evaluate your performance using criteria and indicators in the sections, corresponding with the services you provide. Please, note that *Section.1 Organization* is mandatory.

For each indicator select evidence, which you could provide to prove the compliance with this indicator. You could choose one, several or all evidence from the suggested list, or choose “other” and provide a narrative description of your own evidence.

For each indicator choose the degree to which your organization complies with it.

If you use the paper version of the tool, calculate your score and read the assessment feedback, related to the received score.

If you use the online version of the tool, just click on the relevant response options, submit your responses and read the feedback, the system will generate for you.



SECTION.1 Overall organization of mobilities

Efficient organization of a mobility requires that you as an organization facilitating and/or coordinating mobilities:

- enable and maintain continuous and smooth communication with all stakeholders;
- enquire about the needs and expectations of beneficiaries and design the mobility so that these needs and expectations are met;
- plan all aspects of the design and implementation of the mobility, taking into account their interrelatedness and sequencing;
- monitor and evaluate your own performance and satisfaction of beneficiaries;
- ensure that the quality of your services is adequate to the price you charge;
- continuously improve the organization of the mobility responding to feedback received from beneficiaries.

By ensuring quality during the organization of a mobility – in particular through a holistic approach such as the one briefly outlined above – you are laying strong foundations for the convergence and coherence of the key stages of the mobility: preparation, implementation and follow-up.

No	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
Org-1	Provision of timely and sufficient information on all aspects of the organization of the mobility	The Intermediary Organization communicates with the Sending Organization regarding the offered products and services they can expect						
Ind-1	Preparation stage	Detailed and transparent information on the program and the elements of the mobility is provided, enabling the Sending Organization to make an informed decision about starting negotiations with the Intermediary Organization. The Intermediary Organization provides on its website, or at the minimum upon request, the information about ² :	<input type="checkbox"/> Information about the provided services, available on the website, in the presentation/ leaflet/ brochure of the Intermediary Organization, etc. <input type="checkbox"/> Preliminary budget provided by the Intermediary Organization <input type="checkbox"/> Follow-up on inquiries regarding services					
		1. Provided services and target mobility participants		5	3	2	0	0

² Note: Items 1 and 2 are mandatory. Items 3 – 10 correspond with the services an Intermediary Organization may provide. Please, assess only those items, which correspond to the services your Organization provides.



№	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
		2. Alternative budgeting options		5	3	2	0	0
		3. Accommodation (location, venue)		5	3	2	0	5
		4. Catering (venue and menu)		5	3	2	0	5
		5. Transportation		5	3	2	0	5
		6. Training activities (venue, fields of study)		5	3	2	0	5
		7. Study visits (companies and locations)		5	3	2	0	5
		8. Hosting Organizations for training placements		5	3	2	0	0
		9. Cultural programme		5	3	2	0	5
		10. Services for mobility participants with special needs		5	3	2	0	5
Ind-2	Preparation stage	The Intermediary Organization provides a budget with overview of all possible costs and unit costs, including clear written information if VAT is included	<input type="checkbox"/> Preliminary budget provided by the Intermediary Organization <input type="checkbox"/> Follow-up on inquiries regarding costs	5	3	2	0	0
Ind-3	Preparation stage	Information about the cancellation policy (period, fees, what is acceptable) is provided on the Intermediary Organization's website or at the minimum upon request	<input type="checkbox"/> Documents <input type="checkbox"/> Preliminary budget provided by the Intermediary Organization <input type="checkbox"/> Follow-up on inquiries regarding cancellation	4	2	1	0	0
Ind-4	Preparation stage	The Intermediary Organization has clearly identified one contact person responsible for the negotiation process with potential Sending Organizations, and the contact details of that person are available on the IO's website or at the minimum upon request	<input type="checkbox"/> Opening hours of the Intermediary Organization's office ensuring availability of support staff <input type="checkbox"/> Contact details of persons responsible for negotiation of mobilities and the provision of timely information, in particular as visible on the website	5	3	2	0	0
Ind-5	Preparation stage	There is a template of a contract/ agreement with the rights and duties to be signed by each partner Organization.	<input type="checkbox"/> Contract/ agreement templates <input type="checkbox"/> Signed contracts	5	3	2	0	0



№	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
Ind-6	All stages	All e-mails, requests and communication from all parties involved in the mobility are answered timely: 1. Urgent emails/ communication concerning health and safety of the participants: up to 24 hours following receipt 2. Urgent emails/ communication not concerning health and safety of the participants: up to 48 hours following receipt 3. Non-urgent emails/communication: up to 1 week following receipt	<input type="checkbox"/> Follow-up on received e-mails and requests	4	2	1	0	0
Org-2	Staffing	The Intermediary Organization has and involves a sufficient number of suitably qualified and experienced staff						
Ind-1	Implementation stage	The Intermediary Organization involves an adequate number of human resources relevant for the size and type of the group: 1. For groups of students aged 16-21, for every 20 participants minimum 1 staff member is assigned 2. For groups of adult learners, for every 30 participants minimum 1 staff member is assigned	<input type="checkbox"/> Lists of assigned staff members to particular groups	5	3	2	0	0
Ind-2	Implementation stage	Involved staff members have an adequate level of experience to manage international mobility participants, and to facilitate their wellbeing and integration in the country and in the hosting bodies (families, companies, etc.). The IO has: 1. At least 1 staff member/ volunteer/ engaged external expert with managerial or project coordination experience of at least 1 year 2. At least 1 staff member/ volunteer/ engaged external expert with financial management or accountancy experience of at least 1 year 3. At least 1 staff member/ volunteer/ engaged external	<input type="checkbox"/> CVs of staff <input type="checkbox"/> Descriptions of duties of staff	5	3	2	0	0



№	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
		employee with at least secondary (or equivalent) education fulfilling duties related to the provision of technical assistance or facilitation of events and trainings						
Ind-3	<i>Preparation, implementation and follow-up stages</i>	The Intermediary Organization has adopted the procedure for identifying, defining and assessing the skills, knowledge and competencies of the staff members involved in mobilities.	<input type="checkbox"/> Copies of professional standards used <input type="checkbox"/> Competence frameworks for staff involved in mobilities <input type="checkbox"/> Lists of relevant skills and competences <input type="checkbox"/> Methodology for skills assessment / performance appraisal	5	3	2	0	0
Ind-4	<i>Preparation, implementation and follow-up stages</i>	The Intermediary Organization encourages and supports the continuous professional development of staff, at least by providing appropriate opportunities for learning at workplace.	<input type="checkbox"/> Organizational policy on the continuous professional development (CPD) of staff <input type="checkbox"/> List of the learning opportunities provided to the employees <input type="checkbox"/> CPD records	5	3	2	0	0
Org-3	Supervision	The Intermediary Organization is able to monitor risks and quality, as well as handle emergencies and participants' safety						
Ind-1	<i>Implementation stage</i>	The Intermediary Organization offers a contact person and 24-hour support during emergencies	<input type="checkbox"/> Office working hours of the Intermediary Organization <input type="checkbox"/> Active Facebook/ Viber Groups <input type="checkbox"/> Available delegated staff member to serve as emergency contact available 24 hours during each day of the mobility	5	3	2	0	0
Ind-2	<i>Implementation stage</i>	The Intermediary Organization has and effectively implements a written policy on the health and safety of mobility participants during the mobility	<input type="checkbox"/> Written health and safety policy clarifying how the Intermediary Organization will ensure the health and safety of mobility participants <input type="checkbox"/> Presentations or photos from safety instructions conducted for mobility participants (if relevant)	5	3	2	0	5
Ind-3	<i>Implementation stage</i>	Risk assessment has been undertaken and findings acted	<input type="checkbox"/> Risk assessment records for various aspects of	5	3	2	0	5



№	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
		upon to reduce risk for all mobility participants and the Intermediary Organization has a plan for handling emergencies and force majeure situations	mobilities (if available) <input type="checkbox"/> Plan for handling contingencies and force majeure situations <input type="checkbox"/> Available delegated staff member responsible for handling risk and force majeure situations <input type="checkbox"/> Emergency fund maintained by the Intermediary Organization					
Ind-4	Implementation stage	The Intermediary Organization provides support in case of emergency medical care (generalist or specialized medical care, dental care), by at the minimum ensuring that: 1. On its website, or at least upon request, it provides details about its commitments and policies regarding emergency medical care 2. It has at least 1 staff member trained to respond to medical emergencies and tasked with handling medical emergency issues 3. It ensures that the participants have a third-party and liability insurance	<input type="checkbox"/> Work agreements with an insurance company, and with medical and dental service providers <input type="checkbox"/> Copies of payment documents indicating the purchase of insurance for the mobility participants, if applicable	5	3	2	0	0
Org-4	Overall organization of the mobility programme	The overall concept and design of the mobility programme is adequate and allows for achieving the desired goals						
Ind-1	Preparation and implementation stages	The Intermediary Organization ensures that the mobility programme is designed, so that the planned activities take between 5 and 8 hours per day	<input type="checkbox"/> Programme of the mobility, including daily schedule	4	2	1	0	0
Ind-2	Preparation and implementation stages	The Intermediary Organization asks in advance in the registration form if any of the participants have special needs and ensures that the latter are considered when planning activities during the mobility	<input type="checkbox"/> Rules concerning training placements and structured training activities involving people with special needs	5	3	2	0	5
Ind-3	All stages	The Intermediary Organization provides or contributes to the preparation of all relevant necessary documents - Learning Agreement, certification documents, final	<input type="checkbox"/> Learning Agreement template <input type="checkbox"/> Templates for certification documents <input type="checkbox"/> Final reports	5	3	2	0	0



№	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
		reports, and Memorandum of Understanding	<input type="checkbox"/> Memorandum of Understanding template <input type="checkbox"/> Quality Commitment <input type="checkbox"/> Traineeships Transcript template					
Org-5	Monitoring and evaluation of the mobility	An adequate strategy for recording, assessing and follow-up on the satisfaction of mobility participants with the mobility and the provided services is in place and results are made clearly visible to the mobility participants						
Ind-1	<i>Implementation stage</i>	The Intermediary Organization maintains a register of complaints regarding the organization of the mobility and its elements and has an internal policy specifying who and when responds to complaints	<input type="checkbox"/> Complaints processing procedure (if applicable) <input type="checkbox"/> Register of complaints and corrective actions/responses to them	5	3	2	0	0
Ind-2	<i>Follow-up stage</i>	A follow-up evaluation procedure is organized in the frame of each mobility in order to find out what the mobility participants think about all elements of the mobility ³ :	<input type="checkbox"/> Evaluation procedure (description of procedures or, if available, official document) <input type="checkbox"/> Evaluation form templates <input type="checkbox"/> An evaluation session is planned and organized <input type="checkbox"/> Reviews by mobility participants regarding all elements of the mobility are encouraged, enabled and collected <input type="checkbox"/> Feedback forms analysis <input type="checkbox"/> Above 75% positive feedback by the mobility participants about all elements of the mobility					
		1. Organization of the mobility		5	3	2	0	0
		2. Accommodation		5	3	2	0	5
		3. Catering		5	3	2	0	5
		4. Transportation		5	3	2	0	5
		5. Training placements		5	3	2	0	5
		6. Structured training activities		5	3	2	0	5
		7. Professional study visits		5	3	2	0	5
		8. Cultural activities		5	3	2	0	5
Ind-3	<i>Implementation and follow-up stages</i>	The Intermediary Organization addresses recommendations for improvement in the organization of	<input type="checkbox"/> Changes in the organization of the mobility and its elements in response to recommendations <input type="checkbox"/> Additional instructions to staff made in response	5	3	2	0	0

³ Note: Item 1 is mandatory. Items 2 – 8 correspond with the services an Intermediary Organization may provide. Please, assess only those items, which correspond to the services your Organization provides



№	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
		the mobility and its elements that have been made by the Sending or Host Organizations or by individual mobility participants in one of the following ways: 1. All recommendations are presented to and considered by the senior management 2. All recommendations are discussed during internal working meetings focused on quality improvement, involving all or the affected employees	to recommendations <input type="checkbox"/> Feedback/ answers by the Intermediary Organization to the reviewers commenting on the organization of the mobility or its elements					
Org-6	Internal and external audits	A continuous process of review and assessment of quality through internal and external audits is in place						
Ind-1	<i>Follow-up stage</i>	The Intermediary Organization conducts an internal or an external audit (e.g. ISO 9001; national/ regional accreditation, external checks of the quality management by external bodies) at least once in three years	<input type="checkbox"/> Latest audit reports <input type="checkbox"/> ISO or alternative certificates (if available)	4	2	1	0	0
Ind-2	<i>Follow-up stage</i>	The Intermediary Organization has adopted procedures for analysing, devising and implementing preventive and corrective actions, including at the minimum the following elements: 1. Senior management has specified areas of continuous monitoring for existing and potential problems and a basic methodology for determining the need for corrective or preventive actions 2. 1 staff member is tasked with monitoring and with presenting a written or oral monitoring report at least once a year 3. Senior management considers possible corrective and preventive actions on the basis of a monitoring report at least once a year	<input type="checkbox"/> Register of preventive and corrective actions <input type="checkbox"/> Latest written monitoring reports (if available) <input type="checkbox"/> CV of staff member tasked with monitoring quality	4	2	1	0	0
Org-7	Value for money	The price charged for each element of the intermediary service corresponds to the respective quality provided for it						



№	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
Ind-1	All stages	In view of ensuring transparency of costs, the Intermediary Organization provides a budget for the costs charged for each element of the mobility*, clearly specifying the services/ goods that correspond to each budget line, including clear written information if VAT is included. * The elements of the mobility include ⁴ :	<input type="checkbox"/> Preliminary budget (costs breakdown) prepared by the Intermediary Organization <input type="checkbox"/> Offer by the Intermediary Organization <input type="checkbox"/> Written agreement between the Intermediary Organization and the Sending Organization					
		1. Overall organization of the mobility		5	3	2	0	0
		2. Accommodation		5	3	2	0	5
		3. Catering		5	3	2	0	5
		4. Transportation		5	3	2	0	5
		5. Training placements		5	3	2	0	5
		6. Structured training activities		5	3	2	0	5
		7. Professional study visits		5	3	2	0	5
		8. Cultural activities		5	3	2	0	5
Ind-2	All stages	Procedures for the selection of service providers include comparison of different offers in order to ensure that the price charged for each element of the intermediary service is justified by adequate quality	<input type="checkbox"/> Protocols documenting the process of comparison of different offers and the selection of service providers	5	3	2	0	0

⁴ Note: Item 1 is mandatory. Items 2 – 8 correspond with the services an Intermediary Organization may provide. Please, assess only those items, which correspond to the services your Organization provides



SECTION.2 Accommodation

Providing appropriate accommodation services requires that you as an organization facilitating and/or coordinating mobilities:

- enable smooth communication with the Sending Organization regarding expected accommodation services;
- enquire about the needs and expectations of mobility participants and plan accommodation so that these needs and expectations are met;
- ensure safety and good condition of accommodation facilities;
- offer continuous support to mobility participants and the Sending Organization with regard to this service.

By ensuring good quality of accommodation services you are creating a favourable environment for the health, safety and well-being of mobility participants, thus increasing their overall satisfaction.

No	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
Acc-1	Condition of the accommodation facilities and quality of services	The Intermediary Organization ensures safety and good condition of the accommodation facilities and adequate quality of the provided services						
Ind-1	Preparation and implementation stages	Accommodation is provided in safe locations and facilities and the Intermediary Organization has a process or a procedure in place to monitor the safety of the facilities, including at least: 1. Initial monitoring visits 2. 1 staff member tasked with monitoring the safety of accommodation facilities, in particular by following public or participants' reports about accidents and investigating participants' complaints	<input type="checkbox"/> Safety monitoring procedures followed by the Intermediary Organization (internal document, if available), or an explanatory note on the procedures adopted by the Intermediary Organization to monitor the safety of the facilities <input type="checkbox"/> Crime statistics about accommodation locations (if available)	5	3	2	0	0
Ind-2	Preparation and implementation stages	Suitable space and furniture is provided for the mobility participants, considering the duration of their stay and the accommodation option they have chosen. At the minimum, the following requirements should be met: 1. One bed-space per mobility participant 2. At least 4 square metres of living space per participant	<input type="checkbox"/> Plans of accommodation space distribution <input type="checkbox"/> Plans for accessibility of venues and facilities <input type="checkbox"/> Photos of the accommodation spaces <input type="checkbox"/> Above 75% positive feedback by mobility participants about the provided accommodation (feedback forms analysis)	5	3	2	0	0



№	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
		in shared accommodations 3. Separate sleeping accommodation for females and males 4. Toilet and washing facilities provide privacy for the mobility participants						
Ind-3	<i>Preparation stage</i>	Additional services at accommodation locations are clearly indicated (e.g. laundry/ reception/ internet connection, etc.)	<input type="checkbox"/> Lists of additional services with detailed description (with prices if applicable)	4	2	1	0	4
Ind-4	<i>Preparation and implementation stage</i>	The regular maintenance of the accommodation space, including toilet and washing facilities, is clearly agreed in the accommodation contract with the accommodation provider (if the accommodation provider is responsible for cleaning) or in the contract with the Sending Organization	<input type="checkbox"/> Plans for cleaning/ maintenance of accommodation places <input type="checkbox"/> Written Agreement between the Sending Organization and the Intermediary Organization	4	2	1	0	4
Acc-2	Customer care	The accommodation is planned and organized on the basis of detailed, relevant and sufficient information about the needs and expectations of the mobility participants						
Ind-1	<i>Preparation stage</i>	Participants' needs with regard to accommodation are clarified and documented during the preparation stage of the mobility and are analysed at group level	<input type="checkbox"/> Inquiries sent to Sending Organizations <input type="checkbox"/> Group profile and description are included in the Organizational internal form	5	3	2	0	0
Ind-2	<i>Implementation stage</i>	There is an appropriate process of induction and guidance of the mobility participants with regard to their accommodation (e.g. they are escorted to the accommodation on Day 1 or met there by a representative of the Intermediary Organization)	<input type="checkbox"/> Induction program (if relevant) <input type="checkbox"/> Photos from induction/ welcoming session	4	2	1	0	4
Ind-3	<i>Implementation stage</i>	The status of the accommodation is checked together by the mobility participants and a representative of the Intermediary Organization, and is described in an acceptance protocol	<input type="checkbox"/> Inventory and Conditions Record <input type="checkbox"/> Acceptance Protocol	4	2	1	0	4
Ind-4	<i>Implementation stage</i>	In case of a medical condition occurring during the mobility, the Intermediary Organization is available to	<input type="checkbox"/> Plan for handling occurring medical conditions	4	2	1	0	4



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№	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
		adapt the accommodation services reflecting the changed needs of the participant						



SECTION.3 Catering

Providing appropriate catering services requires that you as an organization facilitating and/or coordinating mobilities:

- enable smooth communication with the Sending Organization regarding expected catering services;
- enquire about the needs and expectations of mobility participants and plan catering so that these needs and expectations are met;
- guarantee food quality and food safety;
- offer continuous support to mobility participants and the Sending Organization with regard to this service;

By ensuring good quality of catering services you are creating a favourable environment for the health, safety and well-being of mobility participants, thus increasing their overall satisfaction.

No	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
Cat-1	Food quality and safety	The Intermediary Organization is able to guarantee adequate levels of food quality and safety						
Ind-1	Preparation stage	Only officially licensed catering companies are used (where applicable). If food is provided in host families, the Intermediary Organization has developed minimal requirements about food safety and quality that it communicates to the host families and the mobility participants	<input type="checkbox"/> Copies of licenses of catering companies <input type="checkbox"/> Written contract(s) between the Intermediary Organization and the catering provider(s) <input type="checkbox"/> Adopted or practiced procedure for ensuring that minimal requirements about food safety and quality are met when catering is provided in host families (explanatory note or, if available, written document)	5	3	2	0	0
Ind-2	Preparation stage	The Intermediary Organization collects information and informs the catering service provider about the dietary needs of the mobility participants (allergies, vegan/vegetarian, ethical or religious issues)	<input type="checkbox"/> Meal plans for mobility participants with special dietary needs <input type="checkbox"/> Information at the serving counter about potential allergens contained in each meal <input type="checkbox"/> Special menus adapted to the various groups of mobility participants (vegan/ vegetarian menu, etc.)	5	3	2	0	0
Ind-3	Preparation stage	In order to ensure minimal food variety and balance in	<input type="checkbox"/> Accepted offers from the catering provider	3	2	1	0	3



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№	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
		menus, the Intermediary Organization requests and reviews offers by the catering provider	<input type="checkbox"/> Contracts with catering providers (if applicable) <input type="checkbox"/> Menu monitoring procedure followed by the Intermediary Organization (if applicable)					
Ind-4	<i>Preparation and implementation stages</i>	Mobility participants are informed about the quality of the tap water and other food-related local/ regional peculiarities (e.g. appropriate tip when dining out, available fresh products in this season)	<input type="checkbox"/> Information bulletin at the accommodation <input type="checkbox"/> Information is provided at the serving counter	3	2	1	0	3



SECTION.4 Transportation

Providing appropriate transportation services to mobility participants requires that you as an organization facilitating and/or coordinating mobilities:

- accurately inform mobility participants about transportation service;
- ensure suitable means of transport for mobility participants.

By doing these, you are creating favourable conditions for the convenient and safe movement of mobility participants, thus facilitating the implementation of the mobility programme.

No	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
Tran-1	Appropriateness of means of private transport	Appropriate means of private transport are ensured for the mobility participants taking into consideration their needs and profile at group level, logistics, etc.						
Ind-1	Preparation stage	Only official/legal transport companies are hired	<input type="checkbox"/> Copies of documents proving the legal status of the hired transportation companies	4	2	1	0	0
Ind-2	Preparation stage	Environmental issues are considered when selecting the most suitable means of transportation. The Intermediary Organization does not collect offers from transportation providers for types of transport whose impact on the environment is especially negative (e.g. for groups of 20 participants using a bus and not 4 cars)	<input type="checkbox"/> The methodology used for assessing offers when selecting transportation provider considers environmental issues <input type="checkbox"/> Copies of relevant certifications of the selected transportation providers (if applicable)	3	2	1	0	3
Ind-3	Implementation stage	The transportation providers are working on the basis of schedules and appointments prepared for the particular mobility, as well as a valid contract with the Intermediary Organization. If a written contract is not available, there is a clear verbal agreement, as well as a history of successful cooperation, between the transportation provider and the Intermediary Organization	<input type="checkbox"/> Written contract(s) between the Intermediary Organization and the transportation provider(s) <input type="checkbox"/> Schedule of the organized transportation courses (if applicable) <input type="checkbox"/> Obligations of the transportation provider to meet schedules and trip duration are laid down in the contract signed with the Intermediary Organization (if applicable)	4	2	1	0	0



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№	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
Ind-4	Preparation and implementation stages	The Intermediary Organization monitors the transportation service, at least in view of ensuring acceptable hygienic conditions of the vehicles, and appropriate space/size of vehicles considering group sizes	<input type="checkbox"/> Obligations of the transportation provider to meet minimal quality requirements are laid down in the contract signed with the Intermediary Organization (if applicable) <input type="checkbox"/> Photos of the actual vehicles used during the mobility (outside and inside interior photos)	4	2	1	0	0



SECTION.5 Training placements

The organization of appropriate training placements for mobility participants requires that you as an organization facilitating and/or coordinating mobilities:

- enquire about the mobility participants' training needs and offer training placements that meet these needs;
- ensure a good fit between the mobility participants' skills and the training programme;
- ensure that all sides comply with the Learning Agreement signed between the Sending, Intermediary and Hosting organizations;
- ensure proper induction, tutoring, mentorship and supervision for trainees during the placement;
- ensure adequate evaluation of trainees' performance and certification of trainees' results.

High quality training placements ensure that you fulfil one of the key objectives of a mobility – to provide trainees with the opportunity to gain subject- or industry-specific skills and enhance their employability.

No	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
TP-1	Relevance of the training placement to the needs and profiles of the mobility participants	The Intermediary Organization evaluates mobility participants’ training needs and aligns participants and placements in order to ensure a good fit between the participants’ skills and the training program						
Ind-1	Preparation stage	The Intermediary Organization is only working with Host Organizations that have capacity to receive trainees and to provide the necessary level of support	<input type="checkbox"/> Profiles of the Host Organizations <input type="checkbox"/> Preliminary enquiries by the Intermediary Organization <input type="checkbox"/> Agreements between the Intermediary Organization and Host Organizations	5	3	2	0	0
Ind-2	Preparation stage	The Intermediary Organization negotiates in advance the work that the mobility participants will be responsible for, including the team(s) and project(s) with which they will work. Working hours and conditions during training placements are negotiated in advance with participants with special needs	<input type="checkbox"/> Descriptions of training positions <input type="checkbox"/> Completed Learning Agreement <input type="checkbox"/> Rules concerning training placements and structured training activities involving people with special needs	5	3	2	0	0
Ind-3	Preparation stage	The Intermediary Organization designs the training	<input type="checkbox"/> Completed Learning Agreement	5	3	2	0	0



№	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
		placement so that it provides an opportunity for the trainee to acquire skills and experience relevant to his/her professional career, at a minimum by specifying learning objectives and learning outcomes	<input type="checkbox"/> Description of the learning outcome					
Ind-4	Preparation stage	The Intermediary Organization agrees with the Sending Organization in advance on the skills and personal attributes that the mobility participants need to demonstrate before the training placement	<input type="checkbox"/> Portfolios of mobility participants <input type="checkbox"/> CVs of mobility participants	5	3	2	0	0
Ind-5	Preparation stage	The Intermediary Organization provides information to the Host Organization about the purpose of the training placement (social function of Host Organizations, how it works, any costs/ risks for the Host Organization)	<input type="checkbox"/> Minutes from face-to-face meetings <input type="checkbox"/> E-mails <input type="checkbox"/> Information leaflets or brochures	5	3	2	0	0
TP-2	Compliance with the Learning Agreement	A Learning Agreement must be established between the Sending Organization/ Intermediary Organization and Host Organization before starting the mobility project and a Memorandum of Understanding (if applicable) must be signed						
Ind-1	Preparation stage	The Intermediary Organization ensures that full and correct details on all parties on the hosting side are included in the agreement	<input type="checkbox"/> Information exchange between the Intermediary Organization, the Host Organization and the Sending Organization <input type="checkbox"/> Learning Agreement <input type="checkbox"/> Memorandum of Understanding (if applicable)	5	3	2	0	0
Ind-2	Preparation and implementation stages	The Intermediary Organization provides information to the Host Organization about the trainee monitoring and evaluation procedures that should be followed by the Host Organization	<input type="checkbox"/> Information exchange between the Intermediary Organization, the Host Organization and the Sending Organization <input type="checkbox"/> Learning Agreement <input type="checkbox"/> Memorandum of Understanding (if applicable)	4	2	1	0	4
TP-3	Induction	The trainee is properly introduced to the Host Organization and its facilities, its values and mission, as well as to the relevant staff members that he/she will work with						
Ind-1	Preparation and	The Intermediary Organization monitors the process of trainee induction at the Host Organization, in particular for	<input type="checkbox"/> Sample program for induction is provided to the Host Organization	5	3	2	0	0



№	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
	<i>implementation stages</i>	the presence of such elements as: 1. Information about the history of the Organization and future plans has been provided 2. Information about products/ services of the Organization has been provided 3. The trainee's role with regard to specific training for the placement, e.g. using certain equipment at the premises of the employer, has been clarified 4. A tour of the facilities has taken place 5. Information about other relevant elements of the code of practices at the Organization (e.g. dress code, schedule of breaks, etc.) has been provided	<input type="checkbox"/> Photos from induction sessions <input type="checkbox"/> Agenda of the training placement including the induction session <input type="checkbox"/> Internal rules/policy (including dress code and schedule of breaks)					
Ind-2	<i>Implementation stage</i>	The Intermediary Organization monitors whether the Host Organization has instructed the mobility participants on issues related to health and safety at work.	<input type="checkbox"/> Presentations or information files used in health and safety instruction sessions <input type="checkbox"/> Photos from safety instruction sessions conducted for mobility participants <input type="checkbox"/> Copies of applicable health and safety regulations in the host country <input type="checkbox"/> Protocol of the safety instruction session signed by the mobility participants	5	3	2	0	0
TP-4	Tutoring or mentoring, evaluation and certification of the trainees	The Intermediary Organization ensures adequate tutoring, mentorship or supervision for the trainee during the placement, as well as evaluation of the performance of the trainees, certification of trainee results and provision of feedback to the trainees						
Ind-1	<i>Preparation and implementation stages</i>	The Intermediary Organization informs the Host Organization that there should be a person with specified time in their work schedule to act as a supervisor or mentor of the trainee	<input type="checkbox"/> Document showing agreement to this effect between the Host Organization and the Intermediary Organization <input type="checkbox"/> Profiles of staff members assigned as supervisor or mentor <input type="checkbox"/> Work schedule of the assigned supervisor/mentor	4	2	1	0	4
Ind-2	<i>Implementation stage</i>	There is regular communication between the Intermediary	<input type="checkbox"/> Regular assessments of the trainees' progress,	5	3	2	0	0



№	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
		Organization, the trainee and the mentor (achievements, new skills, learning outcomes, behaviour, difficulties, etc.). The Intermediary Organization checks regularly that the trainee and the Host Organization keep a record of the trainee's tasks and achievements	<p>which are used by the Intermediary Organization to review progress and satisfaction with the training placement</p> <input type="checkbox"/> Mid-term review performed to assess the trainee's progress against the learning objectives set in the Learning Agreement					
Ind-3	<i>Implementation stage</i>	The tutor and/or the Intermediary Organization act when the placement is not meeting the needs of the learner or the employer	<input type="checkbox"/> Weekly or monthly reports	5	3	2	0	0
Ind-4	<i>Follow-up stage</i>	The Intermediary Organization ensures that the Host Organization issues certificates regarding the skills learned or practiced by each trainee and his/her work attitude and aptitude, complemented with relevant references	<input type="checkbox"/> Europass documents or similar certificate, signed by the Host Organization <input type="checkbox"/> Evaluation Plan or procedures for evaluation of the traineeship and the learning outcomes, as foreseen by the training placement programme and the Learning Agreement <input type="checkbox"/> Template evaluation forms focused on trainee performance and learning outcomes (as intended to be completed by the Host Organization) <input type="checkbox"/> Results from the evaluation of the traineeship and the learning outcomes (completed evaluation forms, recordings from evaluation, etc.)	5	3	2	0	0



SECTION.6 Structured training activities (incl. language training)

The provision of structured training activities for mobility participants requires that you as an organization facilitating and/or coordinating mobilities:

- agree on the terms and condition of the structured training activities with the Sending Organization;
- create and maintain an environment conducive to learning;
- ensure that the staff members involved in structured training activities have adequate qualifications;
- develop a training programme that provides sufficient details about the objectives, content, workload and schedule of the structured training activities;
- ensure adequate evaluation of trainees' performance and certification of results;
- ensure that the quality of structured training activities is adequate to the price you charge.

Training activities of high quality will contribute to achieving the goal of enhancing the employability of mobility participants.

No	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
STA-1	Environment/ Infrastructure	An environment conducive to learning is established, ensuring the desired impact during the training session						
Ind-1	<i>Preparation and implementation stages</i>	The Intermediary Organization provides venue and facilities where training can take place (rooms, toilets, air-conditioning, etc.) and that are easily accessible to the participants (by public transport, walking distance, etc.)	<input type="checkbox"/> Plans of training rooms <input type="checkbox"/> List of facilities <input type="checkbox"/> "How to get here" information sheets	5	3	2	0	0
Ind-2	<i>Preparation and implementation stages</i>	The facilities have the equipment necessary for efficient training activities (e.g. tables, chairs, multimedia equipment, computers for IT training, etc.)	<input type="checkbox"/> Lists of required or provided equipment	5	3	2	0	0
Ind-3	<i>Preparation and implementation stages</i>	The Intermediary Organization has a plan for ensuring the safety of participants and staff at the training venue	<input type="checkbox"/> Training facility safety plans	5	3	2	0	0
STA-2	Qualification of staff (teachers/ trainers)	If any internal staff members are involved in structured training activities, they have the skills, knowledge and abilities to be effective trainers						
Ind-1	<i>Preparation stage</i>	The Intermediary Organization has among their staff teachers/ trainers with the professional qualification and	<input type="checkbox"/> Training staff profiles <input type="checkbox"/> CVs of training staff	5	3	2	0	0



№	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
		didactic background to carry out the training (at least 1 year of relevant previous professional experience)	<input type="checkbox"/> Copies of certificates (if applicable)					
Ind-2	Preparation stage	Teachers/ trainers have relevant language skills (level B2 or higher from the Common European Framework of Reference for Languages) or a translator is available	<input type="checkbox"/> Language certificates of teachers/trainers <input type="checkbox"/> Contracts with hired external translators	5	3	2	0	0
Ind-3	Preparation stage	Teachers/ trainers have relevant intercultural skills, gained through teaching in multicultural groups or working in intercultural environment	<input type="checkbox"/> CVs of training staff <input type="checkbox"/> Relevant certificates of training staff (if applicable)	4	2	1	0	0
STA-3	Relevance of training activities	A detailed training plan with the relevant content for each training day is established for the training						
Ind-1	Preparation stage	The Intermediary Organization gathers preliminary information about the current skills and competences of the mobility participants and their training needs in accordance with the EQF level	<input type="checkbox"/> Preliminary questionnaires including the question about the highest level of education the mobility participants have <input type="checkbox"/> Analyses of training needs	5	3	2	0	0
Ind-2	Preparation stage	The objectives of the training are defined with reference to concrete learning outcomes to be achieved by the mobility participants by the end of the training, and all parties are aware of the intended learning outcomes	<input type="checkbox"/> Learning Agreements <input type="checkbox"/> Plans of the training induction sessions	5	3	2	0	0
Ind-3	Preparation stage	There is a detailed program for each day of training (time schedule) and it is structured in a way that allows for the active involvement of the mobility participants. Adequate time is allocated so that each participant in the group has the opportunity to achieve the expected results	<input type="checkbox"/> Time schedules of trainings <input type="checkbox"/> Training methods used	5	3	2	0	0
Ind-4	Preparation and implementation stages	The delivery of the training is based on the use of available technology and resources, creating opportunities for effective learning	<input type="checkbox"/> Training program <input type="checkbox"/> Photos from training sessions <input type="checkbox"/> Methods and technology used in trainings	4	2	1	0	0
STA-4	Monitoring and documentation of training;	Proper monitoring and documenting of training activities is in place. The training ends with evaluation of trainee achievements						



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№	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
	evaluation and certification of trainee achievements							
Ind-1	<i>Preparation stage</i>	The lessons are planned with reference to the training programme	<input type="checkbox"/> Programme of the training and corresponding lesson plans	5	3	2	0	0
Ind-2	<i>Implementation stage</i>	The Intermediary Organization keeps track of the mobility participants' progress and monitors the achievement of the learning outcomes	<input type="checkbox"/> Presence lists <input type="checkbox"/> Diary of assignments	5	3	2	0	0
Ind-3	<i>Implementation stage</i>	The Intermediary Organization ensures the availability of a tutor/ trainer as a contact person during the whole training	<input type="checkbox"/> Profiles and CVs of staff used as tutors and trainers	5	3	2	0	0
Ind-4	<i>Implementation and follow-up stages</i>	The Intermediary Organization makes sure that the results of the training are summarised and documented for further exploitation, evaluation, dissemination and reporting	<input type="checkbox"/> Summary reports on the results of the training	3	2	1	0	3
Ind-5	<i>Follow-up stage</i>	The Intermediary Organization ensures that upon completion of the training each mobility participant receives a certificate and/ or a training report containing information on the learning outcomes achieved	<input type="checkbox"/> Europass documents or a similar certificate signed by the training provider	5	3	2	0	0



SECTION.7 Professional study visits

Organization of professional study visits for mobility participants requires that you as an organization facilitating and/or coordinating mobilities:

- enquire about the background and motivation of mobility participants and offer professional study visits suitable for the participants' needs;
- facilitate and encourage the active involvement of mobility participants in professional study visits;
- ensure that the quality of professional study visits is adequate to the price you charge.

Carefully selected and well organized professional study visits contribute toward maximizing the learning outcomes of the mobility and foster the acquisition of skills required by employers.

No	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
PSV-1	Relevance of professional study visits to mobility participants' needs	The Intermediary Organization is aware of the mobility participants' background and motivation, and selects the most adequate type of study visits in order to ensure the full engagement of the mobility participants and to maximize the learning potential of the visit						
Ind-1	Preparation stage	The Intermediary Organization enquires in advance about the mobility participants' needs and analyses them at group level	<input type="checkbox"/> Inquiries sent to the Sending Organization <input type="checkbox"/> Group profile and description included in the Organizational internal form	5	3	2	0	0
Ind-2	Preparation stage	The Intermediary Organization designs the study visit programme so as to meet the needs of the mobility participants as outlined in the preliminary needs analysis	<input type="checkbox"/> Study visit programmes	5	3	2	0	0
Ind-3	Implementation stage	The Intermediary Organization engages at least one staff member with relevant qualification to provide support during the study visit	<input type="checkbox"/> Profiles of engaged staff <input type="checkbox"/> CVs of engaged staff	5	3	2	0	0
Ind-4	Implementation stage	The Intermediary Organization provides constant support by accompanying persons (translators, experts, etc.)	<input type="checkbox"/> Staff schedule <input type="checkbox"/> Staff/ external experts' contracts	5	3	2	0	0
PSV-2	Active involvement of mobility participants in the study visits	The mobility participants feel that they have had the chance to actively participate in the organized study visits, to share their opinion and to ask questions						



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№	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
Ind-1	<i>Preparation and implementation stages</i>	The activities included in the professional study visit can be characterized as interactive	<input type="checkbox"/> Activity programmes that provide time for a “questions and answers” session involving the participants	4	2	1	0	0
Ind-2	<i>Preparation and implementation stages</i>	The Intermediary Organization conducts relevant preparatory activities before the study visit. Goals and expectations are communicated, alignment with the curriculum is made, and interest in the visit is stimulated	<input type="checkbox"/> Information on the learning outcomes (leaflet, presentation, etc.)	4	2	1	0	0
Ind-3	<i>Follow-up stage</i>	The Intermediary Organization supports reporting and dissemination/ exploitation activities after the study visit	<input type="checkbox"/> Videos <input type="checkbox"/> Presentations <input type="checkbox"/> Reports	3	2	1	0	3



SECTION.8 Cultural activities

The organization of cultural activities for mobility participants requires that you as an organization facilitating and/or coordinating mobilities:

- enable smooth communication with the Sending Organization regarding cultural activities;
- ensure safety of mobility participants during cultural activities;
- enquire about the interests and needs of mobility participants and on this basis arrange for relevant cultural activities.

By organizing relevant and fulfilling cultural activities, you contribute to improving the intercultural awareness of the mobility participants, which in its turn helps maximize the overall effect of the mobility programme and participants' satisfaction with the mobility experience.

№	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
Cult-1	Relevance of cultural activities to mobility participants' needs and interests	The Intermediary Organization chooses the right cultural activities in view of participants' interests and needs, provides detailed, relevant and sufficient information before, during and after the activity, and ensures constant active communication and availability of staff to support the mobility participants						
Ind-1	<i>Preparation stage</i>	Participants' needs with regard to cultural activities are clarified and documented during the preparation stage of the mobility and analysed at group level	<input type="checkbox"/> Inquiries sent to the Sending Organization <input type="checkbox"/> Requirements/ preferences of the Sending Organization regarding cultural activities	5	3	2	0	0
Ind-2	<i>Preparation stage</i>	The cultural program is adapted to the needs of the participants (in terms of both personal interests and vocational attitudes)	<input type="checkbox"/> Cultural program - specific part	5	3	2	0	0
Ind-3	<i>Implementation stage</i>	Cultural orientation focused on the locality and the country is provided	<input type="checkbox"/> Face-to-face meeting on the first day <input type="checkbox"/> Short city walk <input type="checkbox"/> Photos/ videos <input type="checkbox"/> Maps of the city provided to participants	4	2	1	0	0
Ind-4	<i>Implementation stage</i>	Staff with relevant qualifications and professional experience is engaged for each particular cultural activity	<input type="checkbox"/> Profile of Intermediary Organization staff <input type="checkbox"/> Work agreements of assigned person(s)	5	3	2	0	0
Ind-5	<i>Implementation stage</i>	Constant support by accompanying persons is provided	<input type="checkbox"/> Staff schedule	5	3	2	0	0



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№	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
		(translators, guides, etc.)	<input type="checkbox"/> Staff/ external experts' contracts					
Cult-2	Safety of the participants	There are safety management processes in place to handle risks effectively during cultural activities						
Ind-1	<i>Preparation and implementation stages</i>	All participants in the cultural activities are informed of their duties to comply with applicable laws and regulations	<input type="checkbox"/> Copies of applicable laws and regulations or brief summary of the latter as provided to the participants	5	3	2	0	5
Ind-2	<i>Preparation and implementation stages</i>	Safety management processes are in place to effectively handle risks during cultural activities	<input type="checkbox"/> Cultural activities programmes (if they include a session on safety) <input type="checkbox"/> Written safety instructions distributed to the groups (if applicable)	5	3	2	0	5



SECTION.9 Inclusion of people with special needs

Inclusion of people with special needs requires that you as an organization facilitating and/or coordinating mobilities:

- enable smooth communication with the Sending Organization and enquire about specific requirements and needs persons with special needs and their attendants have in relation to the mobility;
- ensure that participants with special needs are included in all aspects of the mobility and have a satisfactory mobility experience;
- identify and eliminate any barriers and discrimination that prevent persons with special needs from fully participating in and benefitting from training placements, professional study visits, cultural programme and/or other aspects of the mobility.

By providing barrier-free mobility experience for people with special needs, you create inclusive environment in your organization and ensure equality of opportunities for all.

No	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
Incl-1	Facilitating the inclusion of people with special needs in mobility	The Intermediary Organization ensures that participants with special needs are included in all aspects of the mobility and have a satisfactory mobility experience						
Ind-1	Preparation stage	<p>The Intermediary Organization takes into consideration aspects relevant to one or more categories of special needs, including:</p> <ul style="list-style-type: none">- participants with visual impairments- participants with hearing impairments- participants with mobility impairments- participants with mild psycho-social disabilities- participants with learning disabilities- participants with mild intellectual disabilities <p>At the minimum, the Intermediary Organization should enquire:</p> <ol style="list-style-type: none">1. Sending Organizations about the special needs category of the mobility participant	<input type="checkbox"/> Enquiries sent to the Sending Organization regarding participants with special needs <input type="checkbox"/> Enquiries sent to participants with special needs regarding needs and requirements	5	3	2	0	0



№	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
		2. People with special needs or their attendants about specific requirements and needs they have in relation to the mobility						
Ind-2	Preparation stage	<p>The Intermediary Organization identifies and addresses potential barriers to the participation of each participant with special needs, including at least:</p> <ol style="list-style-type: none"> 1. Access to and easy movement within buildings used for accommodation, catering, structured training activities, training placement, study visits and cultural activities 2. Access to restrooms and washing facilities 3. Access to vehicles used for transportation 4. Access to and easy movement in the classrooms and training facilities and workshops 5. Ability of the person to learn together with the others <p>Plans for removal of existing barriers are developed and discussed with the Sending Organization and the affected participant, in particular identifying solutions, persons who will be involved and potential costs</p>	<input type="checkbox"/> Rules about inclusion of people with special needs in mobilities <input type="checkbox"/> Communication between the Sending Organization and the Intermediary Organization focused on facilitating the participation of people with special needs	5	3	2	0	0
Ind-3	Preparation stage	<p>If attendants of participants with special needs would be involved in the mobility, the Intermediary Organization agrees with the Sending Organization on their role and needs, and takes this into account when planning different elements of the mobility service (e.g. accommodation, transportation, catering, training placements, structured training activities, professional study visits, cultural activities)</p>	<input type="checkbox"/> Agreement between the Intermediary Organization and the Sending Organization on the participation of attendants in the mobility <input type="checkbox"/> Rules concerning the participation of attendants of persons with special needs in mobility activities	4	2	1	0	4
Ind-4	Preparation and implementation stages	<p>The Intermediary Organization has developed a support network within the community, thus ensuring access to support, equipment and expertise. It has identified available external resources that could facilitate the inclusion of people with special needs in all mobility</p>	<input type="checkbox"/> List of accessible venues, buildings, public spaces and urban facilities <input type="checkbox"/> Accessibility plan of the buildings used for any activities planned within a mobility <input type="checkbox"/> List of civil society organizations working with	5	3	2	0	0



№	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
		activities, at the minimum by: 1. Identifying at least one person - disability specialist service provider or disability support worker - that it can employ (as internal or external staff or consultant) or ask for advice in handling issues related to the inclusion of people with special needs 2. Identifying accommodation, catering and training venues that have been built following universal design principles and/or are made accessible to people with mobility or visual impairments 3. Identifying and contacting transportation providers whose vehicles are accessible to people with mobility or visual impairments 4. Identifying and contacting any civil society or community groups that can provide facilities and equipment and/or technical or volunteer support for the inclusion of people with special needs	<p>people with special needs</p> <input type="checkbox"/> Agreements or contracts with private transportation providers regarding accessibility of vehicles <input type="checkbox"/> Rules concerning training placements and structured training activities involving people with special needs <input type="checkbox"/> CVs of relevant staff					
Ind-5	<i>Implementation stage</i>	The Intermediary Organization has and effectively implements a written policy on the health and safety of mobility participants with special needs, and appoints one staff member to be the contact person for those participants. The contact person should cater to the needs of participants with special needs and handle emergency situations involving these persons, if necessary requesting the involvement of a disability specialist support service provider or a disability support worker	<input type="checkbox"/> Policy on the health and safety of mobility participants (section focused on participants with special needs) <input type="checkbox"/> CV or profile of staff appointed as a contact person for participants with special needs	5	3	2	0	0
Ind-6	<i>Follow-up stage</i>	During the follow-up evaluation of the mobility, the Intermediary Organization enquires about the overall experience and satisfaction of participants with special needs, noting any barriers to participation and challenges that they have faced	<input type="checkbox"/> Templates of evaluation forms (or questions for interviews) targeted at people with special needs	5	3	2	0	0



No	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
Incl-2	Facilitating the training placements of people with special needs	The Intermediary Organization identifies and eliminates any barriers and discrimination that prevent persons with special needs from fully participating in and benefitting from training placements						
Ind-1	Preparation stage	The Intermediary Organization plans the training placements for people with special needs only in Host Organizations that have expressed willingness and have the capacity to receive trainees with the particular type of special need, and that can provide the necessary level of support	<input type="checkbox"/> Profiles of Host Organizations that are capable of receiving people with special needs <input type="checkbox"/> Preliminary enquiries sent to the Host Organizations <input type="checkbox"/> Agreements between the Intermediary Organization and Host Organizations	5	3	2	0	0
Ind-2	Preparation stage	The Intermediary Organization negotiates in advance the work that the mobility participants with special needs will be responsible for, including the working time, team(s) and project(s) with which they will work. The Intermediary Organization ensures that the planned work and working time are adequate for people with particular special need	<input type="checkbox"/> Descriptions of training positions for people with special needs <input type="checkbox"/> Completed Learning Agreements	5	3	2	0	0
Ind-3	Implementation stage	During the induction session of training placements: 1.Trainees with mobility or visual impairments are properly introduced to the specificities of relevant facilities, assistive or adaptive devices and other accessibility issues at Host Organizations 2.Trainees with psycho-social disabilities are provided information about responsibilities, rules, codes of behaviour, time pressures involved and degree of change or stress that may be expected	<input type="checkbox"/> Sample program for induction provided to the Host Organization <input type="checkbox"/> Photos from induction sessions	5	3	2	0	5
Ind-4	Implementation stage	The Intermediary Organization monitors whether the Host Organization has instructed the mobility participants with special needs on specific issues related to their health and safety at work	<input type="checkbox"/> Presentations or information files used for health and safety instruction <input type="checkbox"/> Photos from safety instruction sessions conducted for mobility participants with special needs <input type="checkbox"/> Protocols of the instruction sessions	5	3	2	0	0



№	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
Incl-3	Inclusion of people with special needs in structured training activities, professional study visits and cultural activities	The Intermediary Organization identifies and eliminates any barriers that prevent people with special needs from being fully involved and included in structured training activities, professional study visits and cultural activities						
Ind-1	Preparation and implementation stages	The Intermediary Organization ensures that the training activities in which people with special needs are included involve staff (teaching staff or disability specialist support staff) trained to deliver inclusive education and training and to adapt instructional methods and techniques to ensure that all trainees, including those with special needs, achieve the intended learning outcomes	<input type="checkbox"/> Relevant staff profiles <input type="checkbox"/> CVs of relevant staff <input type="checkbox"/> Copies of certificates (if applicable)	5	3	2	0	0
Ind-2	Preparation and implementation stages	The Intermediary Organization provides a facilitator for professional study visits / for cultural activities in which people with special needs are included. The facilitator is a disability specialist support staff or has previous experience with facilitating activities involving people with special needs.	<input type="checkbox"/> Relevant staff profile <input type="checkbox"/> CV of relevant staff <input type="checkbox"/> Copies of certificates (if applicable)					
		Evaluate your performance for:						
		1. Professional study visit		5	3	2	0	0
		2. Cultural activities		5	3	2	0	0
Ind-3	Implementation stage	The Intermediary Organization ensures that people with special needs are: 1. Informed about the form and objectives of the training / of the professional study visit 2. Informed about how they are going to be involved and accommodated in the training / in the activities during the professional study visit 3. Know how they can contribute to successfully achieving	<input type="checkbox"/> Info sheet distributed to people with special needs before the training activities <input type="checkbox"/> Programme of induction session, section on the involvement of participants with special needs <input type="checkbox"/> The Intermediary Organization provides a contact person for participants with special needs					



№	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
		the intended learning outcomes 4. Know how to access additional support if they feel they need one In addition, participants with psycho-social disabilities should be provided information about responsibilities, rules, codes of behaviour, time pressures involved and degree of stress that may be expected. Evaluate your performance for:						
		1. Structured training activities		5	3	2	0	0
		2. Professional study visit		5	3	2	0	0
Ind-4	Implementation stage	The Intermediary Organization provides the equipment, assistive or adaptive devices and services necessary for efficient implementation of the training activities / the professional study visits / the cultural activities involving people with special needs, including as relevant: 1. Audio files of training materials or Braille translation software for trainees with visual impairments 2. Tape recorders, laptops 3. Printed files of training materials or sign language interpreter for participants with hearing impairments 4. Adjustable tables to assist the use of the computer by people with mobility impairments In addition, there is clear agreement on equipment that mobility participants with special needs will be responsible for bringing themselves. Evaluate your performance for:	<input type="checkbox"/> List of required or provided equipment, services and materials, specifying items that participants with special needs should bring themselves <input type="checkbox"/> Contract or agreement with sign language interpreter (if applicable)					
		1. Structured training activities		5	3	2	0	0
		2. Professional study visit		5	3	2	0	0



№	Criterion	Short description of the criterion	Evidence	Criterion is met				
	Stage	Indicator		Yes, fully	To a large extent	To a small extent	No	N/A
		3. Cultural activities		5	3	2	0	0
Ind-5	Implementation stage	<p>The Intermediary Organization ensures that the necessary modifications are made in the training programme and the approaches used in order to introduce sufficient flexibility and accommodate trainees with special needs, including at the minimum:</p> <ol style="list-style-type: none"> 1. Modification of group activities, as well as practice and hands-on activities, in order to ensure that trainees with special needs can participate in them on equal footing with other trainees 2. Modification of procedures for assessment and evaluation of knowledge or skills in order to allow trainees with special needs to be assessed on equal footing with other trainees 3. Modification of the training program in order to ensure that the workload and the difficulty are manageable for people with special needs – e.g. reduced workload, stress reduction activities, etc. 	<input type="checkbox"/> List of modifications made in response to the needs of participants with special needs	5	3	2	0	0
Ind-6	Implementation stage	<p>The Intermediary Organization ensures that the training employs techniques intended to facilitate learning and engagement by people with special needs, including for example:</p> <ol style="list-style-type: none"> 1. Use of multiple instructional approaches and presentation styles, including approaches that facilitate learning 2. Regular interim assessments on the part of the instructor focused on determining whether trainees with special needs are included in and follow the learning process and whether they are advancing toward the learning objectives 	<input type="checkbox"/> Guidelines provided to trainers involved in the training activities, specifying training methods and technologies to be used <input type="checkbox"/> Training programme <input type="checkbox"/> List of used or recommended approaches to facilitate learning, such as underscoring important information, numbering, step-by-step guidelines, practice, hands-on activities, exercises, giving feedback, etc.	5	3	2	0	0



Annex.2

Scoring and interpretation of self-assessment results

SECTION.1 Overall organization of mobilities

Efficient organization of a mobility requires that you as an organization facilitating and/or coordinating mobilities:

- enable and maintain continuous and smooth communication with all stakeholders;
- enquire about the needs and expectations of beneficiaries and design the mobility so that these needs and expectations are met;
- plan all aspects of the design and implementation of the mobility, taking into account their interrelatedness and sequencing;
- monitor and evaluate your own performance and satisfaction of beneficiaries;
- ensure that the quality of your services is adequate to the price you charge;
- continuously improve the organization of the mobility responding to feedback received from beneficiaries.

By ensuring quality during the organization of a mobility – in particular through a holistic approach such as the one briefly outlined above – you are laying strong foundations for the convergence and coherence of the key stages of the mobility: preparation, implementation and follow-up.

Assessment of your organization

Category 1: 0-57 points (Your organisation has scored: ...%)

Your performance in the overall organization of mobilities still needs substantial improvement. You can achieve this by adopting and implementing a holistic approach to organization of mobilities.

What's next? Go through your answers. Pay attention to those criteria and indicators that are not met or are met to a small extent. Plan the actions and resources required to meet these criteria. Use the descriptions of indicators and evidence as a benchmark for improvement. It may be helpful to seek external advice. Make sure your prospective adviser has adequate knowledge and experience in international mobilities.

Assessment of your organization

Category 2: 58-114 points (Your organisation has scored: ...%)

Regarding the overall organization of mobilities, you are moving in the right direction. However, there is still much room for improvement. To maximize your strengths and eliminate inefficiencies, focus on the holistic approach to organization of mobilities.

What's next? Try to build upon your strengths and further improve all aspects related to the organization of mobilities (communication processes, staffing and supervision, monitoring and evaluation). Pay specific attention to those criteria and indicators that are not met or are met to a small extent. Plan the actions and resources required to meet these criteria. Use the descriptions of indicators and evidence as benchmarks for improvement.

Assessment of your organization

Category 3: 115-172 points (Your organisation has scored: ...%)

You have already set in place the prerequisites for smooth organization of mobilities. Your performance in the provision of information, communication, staffing and supervision, and monitoring and evaluation, is rather effective. However, there is still some room for improvement.



What's next? Your organization needs to make a concerted effort to maximize efficiency in the organization of mobilities. Analyse those criteria and indicators that are still not fully met and identify what needs to be improved. Plan actions and resources required to fully meet all criteria in this section. Use the descriptions of indicators and evidence as benchmarks for improvement.

Assessment of your organization

Category 4: 173-230 points (Your organisation has scored: ...%)

You already have created a good basis for the efficient organization of mobilities. Processes such as provision of information and communication, staffing and supervision, and monitoring and evaluation, are set up rather effectively in your organization.

What's next? Analyse those criteria and indicators (if any) that are still not fully met. Identify the need for improvement. Plan the actions and resources required to fully meet all criteria in this section. Keep monitoring the overall organization of mobilities and maintain the high level of performance!

SECTION.2 Accommodation

Providing appropriate accommodation services requires that you as an organization facilitating and/or coordinating mobilities:

- enable smooth communication with the Sending Organization regarding expected accommodation services;
- enquire about the needs and expectations of mobility participants and plan accommodation so that these needs and expectations are met;
- ensure safety and good condition of accommodation facilities;
- offer continuous support to mobility participants and the Sending Organization with regard to this service.

By ensuring good quality of accommodation services you are creating a favourable environment for the health, safety and well-being of mobility participants, thus increasing their overall satisfaction.

Assessment of your organization

Category 1: 0-5 points (Your organisation has scored: ...%)

Your performance in the provision of accommodation services is still not satisfactory and needs to be improved. You can achieve this by implementing the approach briefly described above.

What's next? Go through your answers. Pay attention to those criteria and indicators that you do not meet or you meet to a small extent. Plan actions to meet these criteria but also consider what resources will be needed. The descriptions of indicators and evidence in the Quality Assurance System can be used as benchmarks for improvement. It may be helpful to seek external advice from an adviser that has adequate knowledge and is experienced in international mobilities.

Assessment of your organization

Category 2: 6-11 points (Your organisation has scored: ...%)

The provision of accommodation services by your organization is relatively satisfactory but should be further improved. You need to both maximize your strengths and eliminate weak points in the organization of accommodation. To achieve this, focus on the approach briefly described above.

What's next? Try to build upon your strengths and further develop all aspects related to accommodation services provision (communication with the Sending Organization and the mobility participants, ensuring good condition of the accommodation venues). Pay specific attention to those



criteria and indicators that are not met or are met to a small extent. Plan actions to meet these criteria and consider how to acquire the resources needed to implement these actions. Use the descriptions of indicators and evidence as benchmarks for improvement.

Assessment of your organization

Category 3: 12-16 points (Your organisation has scored: ...%)

You have achieved a fair degree of efficiency in the provision of appropriate accommodation services. You have taken into consideration a number of aspects (such as communication with the Sending Organization and the mobility participants, ensuring good condition of the accommodation venues), which ensure adequate quality of accommodation services. However, your result indicates that there is still room for some improvement.

What's next? Your organization needs to make a concerted effort to improve accommodation services. Analyse those criteria and indicators that you cannot meet fully and design a strategy for improvement. Plan for the actions and the human and financial resources needed to implement this strategy. Use the descriptions of indicators and evidence as a benchmark for improvement.

Assessment of your organization

Category 4: 17-22 points (Your organisation has scored: ...%)

You comply with the quality standards for the provision of appropriate accommodation services. Processes related to communication with the Sending Organization and the mobility participants and maintenance of accommodation facilities are already effectively implemented at your organization.

What's next? Analyse any criteria and indicators that are still not fully met. Identify any areas that need improvement. Plan the actions and resources that are required to fully meet the criteria where improvement is still needed. Keep monitoring the provision of accommodation services and maintain the high level of performance!

SECTION.3 Catering

Providing appropriate catering services requires that you as an organization facilitating and/or coordinating mobilities:

- enable smooth communication with the Sending Organization regarding expected catering services;
- enquire about the needs and expectations of mobility participants and plan catering so that these needs and expectations are met;
- guarantee food quality and food safety;
- offer continuous support to mobility participants and the Sending Organization with regard to this service;

By ensuring good quality of catering services you are creating a favourable environment for the health, safety and well-being of mobility participants, thus increasing their overall satisfaction.

Assessment of your organization

Category 1: 0-4 points (Your organisation has scored: ...%)

Your performance in the provision of catering services is still not satisfactory and needs to be improved. You can achieve this by implementing the approach briefly described above.

What's next? Go through your answers. Pay attention to those criteria and indicators that you do not meet or you meet to a small extent. Plan actions to meet these criteria but also consider what



resources will be needed. The descriptions of indicators and evidence in the Quality Assurance System can be used as benchmarks for improvement. It may be helpful to seek external advice from an adviser that has adequate knowledge and is experienced in international mobilities.

Assessment of your organization

Category 2: 5-8 points (Your organisation has scored: ...%)

The provision of catering services by your organization is relatively satisfactory but should be further improved. You need to both maximize your strengths and eliminate weak points in the organization of catering. To achieve this, focus on the approach briefly described above.

What's next? Try to build upon your strengths and further develop all aspects related to catering services provision (communication with the Sending Organization and the mobility participants, ensuring food quality and safety). Pay specific attention to those criteria and indicators that are not met or are met to a small extent. Plan actions to meet these criteria and consider how to acquire the resources needed to implement these actions. Use the descriptions of indicators and evidence as benchmarks for improvement.

Assessment of your organization

Category 3: 9-12 points (Your organisation has scored: ...%)

You have achieved a fair degree of efficiency in the provision of appropriate catering services. You have taken into consideration a number of aspects (such as communication with the Sending Organization and the mobility participants, ensuring food quality and safety), which ensure adequate quality of catering services. However, your result indicates that there is still room for some improvement.

What's next? Your organization needs to make a concerted effort to improve catering services. Analyse those criteria and indicators that you cannot meet fully and design a strategy for improvement. Plan for the actions and the human and financial resources needed to implement this strategy. Use the descriptions of indicators and evidence as a benchmark for improvement.

Assessment of your organization

Category 4: 13-16 points (Your organisation has scored: ...%)

You comply with the quality standards for the provision of appropriate catering services. Processes related to communication with the Sending Organization and the mobility participants and ensuring food quality and safety are already effectively implemented at your organization.

What's next? Analyse any criteria and indicators that are still not fully met. Identify any areas that need improvement. Plan the actions and resources that are required to fully meet the criteria where improvement is still needed. Keep monitoring the provision of catering services and maintain the high level of performance!

SECTION.4 Transportation

Providing appropriate transportation services to mobility participants requires that you as an organization facilitating and/or coordinating mobilities:

- accurately inform mobility participants about transportation service;
- ensure suitable means of transport for mobility participants.

By doing these, you are creating favourable conditions for the convenient and safe movement of



mobility participants, thus facilitating the implementation of the mobility programme.

Assessment of your organization

Category 1: 0-4 points (Your organisation has scored: ...%)

Your performance in the provision of transportation services is currently not satisfactory. You can achieve substantial improvement by adopting and implementing the approach briefly described above.

What's next? Go through your answers and focus on criteria and indicators that are not met or are met to a small extent. Plan adequate actions to meet these criteria and consider carefully what resources (financial, human, administrative, etc.) will be needed to implement this plan in practice. Use the descriptions of indicators and evidence as benchmarks for improvement. It may be helpful to seek external advice. Make sure your prospective adviser has adequate knowledge and experience in international mobilities.

Assessment of your organization

Category 2: 5-8 points (Your organisation has scored: ...%)

You are on the right track regarding the provision of transportation services. However, there is still much room for improvement. To maximize your strengths and eliminate inefficiencies, focus on the approach briefly described above.

What's next? Try to build upon your initial successes and further strengthen all aspects related to the provision of transportation services. Pay specific attention to those criteria and indicators that are not met or are met to a small extent. Plan adequate actions to meet these criteria and consider carefully what resources (financial, human, administrative, etc.) will be needed to implement this plan in practice. Use the descriptions of indicators and evidence as benchmarks for improvement.

Assessment of your organization

Category 3: 9-11 points (Your organisation has scored: ...%)

You have already set in place the prerequisites for the provision of appropriate transportation services. You have taken into consideration a number of aspects, such as accurate provision of transportation-related information and ensuring transportation efficiency, which guarantees adequate quality in this area of your work. However, there is still some room for improvement.

What's next? Your organization needs to make a concerted effort to improve the transportation services offered to mobility participants. Analyse those criteria and indicators that are still not fully met and identify areas that need improvement. Plan adequate actions to achieve those improvements and consider what resources (financial, human, administrative, etc.) will be needed to implement this plan in practice. Use the descriptions of indicators and evidence as a benchmark for improvement.

Assessment of your organization

Category 4: 12-15 points (Your organisation has scored: ...%)

You meet the quality standards for the provision of appropriate transportation services. Processes related to the provision of transportation-related information, guarantee of transportation quality and efficiency, and monitoring and evaluation of transportation services, are adequately developed and effectively implemented in your organization.

What's next? Analyse any criteria and indicators that are not fully met. Identify any areas that need improvement. Plan adequate actions to achieve those improvements and consider what resources



(financial, human, administrative, etc.) will be needed to implement this plan in practice. Keep monitoring the provision of transportation services and maintain the high level of performance!

SECTION.5 Training placements

The organization of appropriate training placements for mobility participants requires that you as an organization facilitating and/or coordinating mobilities:

- enquire about the mobility participants’ training needs and offer training placements that meet these needs;
- ensure a good fit between the mobility participants’ skills and the training programme;
- ensure that all sides comply with the Learning Agreement signed between the Sending, Intermediary and Hosting organizations;
- ensure proper induction, tutoring, mentorship and supervision for trainees during the placement;
- ensure adequate evaluation of trainees’ performance and certification of trainees’ results.

High quality training placements ensure that you fulfil one of the key objectives of a mobility – to provide trainees with the opportunity to gain subject- or industry-specific skills and enhance their employability.

Assessment of your organization

Category 1: 0-15 points (Your organisation has scored: ...%)

Your performance in the organization of training placements is currently not satisfactory and needs substantial improvement. You can achieve this by adopting and implementing the approach briefly described above.

What’s next? Go through your answers. Pay attention to all criteria and indicators that are not met or are met to a small extent. Devise an action plan and consider the resources required to meet the key quality criteria. Use the descriptions of indicators and evidence as benchmarks for improvement. It may be helpful to seek external advice. Make sure your prospective adviser has adequate knowledge and is experienced in international mobilities and training placements.

Assessment of your organization

Category 2: 16-31 points (Your organisation has scored: ...%)

You are doing relatively well regarding the organization of training placements but there is still much room for improvement. You need to build on your strengths and correct processes and approaches that lead to inefficiencies and unsatisfactory quality. To do this, focus on the approach briefly described above.

What’s next? Try to capitalize on your current strengths in order to improve all crucial aspects related to the organization of training placements (analysis of training needs, alignment of the training placement offers with trainees’ needs and skills, proper implementation, evaluation and monitoring of the training placements). Pay specific attention to those criteria and indicators that you fail to meet or are still struggling to meet. Devise an action plan and consider the resources required to meet the crucial quality criteria. Use the descriptions of indicators and evidence as benchmarks for improvement.

Assessment of your organization

Category 3: 32-46 points (Your organisation has scored: ...%)



You have already set in place prerequisites for the effective organization of training placements. You have taken into consideration a number of crucial aspects (such as analysis of training needs, alignment of the training placement offers with trainees’ needs and skills, proper implementation, evaluation and monitoring of the training placement), which ensures adequate quality of this service. However, there is still some room for improvement.

What’s next? Your organization needs to make a concerted effort to improve the organization of training placements. Analyse those criteria and indicators that you fail to meet or are still struggling to meet. Devise an action plan and consider the resources required to meet the crucial quality criteria. Use the descriptions of indicators and evidence as benchmarks for improvement.

Assessment of your organization

Category 4: 47-63 points (Your organisation has scored: ...%)

You comply with the quality standards for the organization of training placements. Processes related to the analysis of training needs, alignment of the training placement offers with trainees’ needs and skills, proper implementation, evaluation and monitoring of the training placement, are in place and are being effectively implemented in your organization.

What’s next? Analyse any criteria and indicators that you are still struggling to meet. Identify any areas that could benefit from improvements and devise an action plan to achieve them. Plan for any human and financial resources needed to this end. Keep monitoring the training placements and maintain the high level of performance!

SECTION.6 Structured training activities (incl. language training)

The provision of structured training activities for mobility participants requires that you as an organization facilitating and/or coordinating mobilities:

- agree on the terms and condition of the structured training activities with the Sending Organization;
- create and maintain an environment conducive to learning;
- ensure that the staff members involved in structured training activities have adequate qualifications;
- develop a training programme that provides sufficient details about the objectives, content, workload and schedule of the structured training activities;
- ensure adequate evaluation of trainees’ performance and certification of results;
- ensure that the quality of structured training activities is adequate to the price you charge.

Training activities of high quality will contribute to achieving the goal of enhancing the employability of mobility participants.

Assessment of your organization

Category 1: 0-17 points (Your organisation has scored: ...%)

Your performance in the provision of structured training activities is currently not satisfactory and you are advised to plan for substantial improvements. You can achieve this by adopting and implementing the approach briefly described above.

What’s next? Go through your answers. Pay attention to those criteria and indicators that are not met or are met to a small extent. Using the descriptions of indicators and evidence as benchmarks, consider the actions you need to take and the resources that you have to mobilise in order to improve your performance. It may be helpful to seek external advice. Make sure your prospective adviser has



adequate knowledge and experience in international mobilities and training activities.

Assessment of your organization

Category 2: 18-34 points (Your organisation has scored: ...%)

You are performing relatively well in the provision of structured training activities. However, you are advised to devise a plan for eliminating inefficiencies and introducing quality assurance processes that are still missing in your approach. Focus on the approach briefly described above.

What's next? Try to build upon your initial successes while rectifying any inefficiencies in the provision of structured training activities: Are you creating an appropriate learning environment? Are you able to guarantee adequate qualifications of the teaching staff? Is the evaluation of trainees' performance efficient and fair? Are you monitoring training activities? Pay specific attention to those criteria and indicators that are not met or are met to a small extent. Using the descriptions of indicators and evidence as benchmarks, consider the actions you need to take and the resources that you have to mobilise in order to improve your performance.

Assessment of your organization

Category 3: 35-52 points (Your organisation has scored: ...%)

You have already created prerequisites for the effective and efficient provision of structured training activities. You have taken into consideration a number of key aspects, such as the creation of an appropriate learning environment, adequate qualification of teaching staff, proper evaluation of trainees' performance and monitoring of the training activities. This ensures adequate quality of the structured training activities but your score also demonstrates that there are areas in your work that can really benefit from further improvement.

What's next? Your organization can improve the provision of structured training activities by identifying areas where the key criteria and indicators are not fully met. Using the descriptions of indicators and evidence as benchmarks, consider the actions you need to take and the resources that you have to mobilise in order to improve your performance.

Assessment of your organization

Category 4: 53-71 points (Your organisation has scored: ...%)

You comply with the quality standards for the provision of structured training activities. Processes related to the creation of an appropriate learning environment, the involvement of adequately qualified teaching staff, the proper evaluation of trainees' performance and the effective monitoring of training activities, are set up and implemented well in your organization.

What's next? Analyse any criteria and indicators that can benefit from improvement and further quality assurance. Identify concrete targets for improvement. Consider the actions you need to take and the resources that you have to mobilise in order to further improve your performance. Keep monitoring the provision of structured training activities and maintain the high level of performance!

SECTION.7 Professional study visits

Organization of professional study visits for mobility participants requires that you as an organization facilitating and/or coordinating mobilities:

- enquire about the background and motivation of mobility participants and offer professional study visits suitable for the participants' needs;
- facilitate and encourage the active involvement of mobility participants in professional study



visits;

- ensure that the quality of professional study visits is adequate to the price you charge.

Carefully selected and well organized professional study visits contribute toward maximizing the learning outcomes of the mobility and foster the acquisition of skills required by employers.

Assessment of your organization

Category 1: 0-7 points (Your organisation has scored: ...%)

Your performance in the organization of professional study visits is currently below the satisfactory level. You can improve it by adopting and implementing the approach briefly described above.

What's next? Go through your answers. Analyse your deficiencies in all criteria and indicators that are not met or are met to a small extent. Plan the actions and the resources needed to meet these criteria. Use the descriptions of indicators and evidence as benchmarks. Consider the human and financial resources, as well as the administrative and community support, that you need to implement your plans. It may be helpful to seek external advice. Make sure your prospective adviser has adequate knowledge and experience in international mobilities.

Assessment of your organization

Category 2: 8-15 points (Your organisation has scored: ...%)

You are doing relatively well regarding the organization of professional study visits but you are nevertheless advised to address areas where improvement is necessary. To maximize your strengths and eliminate inefficiencies, focus on the approach briefly described above.

What's next? Capitalize on those processes that are already efficiently implemented in your organization and devise a plan for improving those aspects of the organization of professional study visits that are not yet satisfactory. Your score in each indicator is indicative of your performance. Plan your quality improvement measures and the resources that will guarantee the successful implementation of your plan. Use the descriptions of indicators and evidence as quality benchmarks.

Assessment of your organization

Category 3: 16-23 points (Your organisation has scored: ...%)

You have already set in place the prerequisites for successful organization of professional study visits. You have taken into consideration a number of relevant processes that ensure adequate quality of this service. However, you can still benefit from making a concerted effort to improve this service.

What's next? Your score in each criterion and indicator is indicative of your performance. Plan your quality improvement measures and the resources that will guarantee the successful implementation of your plan. Use the descriptions of indicators and evidence as quality benchmarks.

Assessment of your organization

Category 4: 24-31 points (Your organisation has scored: ...%)

You meet the quality standards for the organization of professional study visits. Processes related to the selection, implementation, monitoring and assessment of study visits are set up rather effectively in your organization.

What's next? Analyse areas, criteria and indicators that can benefit from further improvement. Plan your quality improvement measures and the resources that will guarantee the successful implementation of your plan. Keep monitoring the organization of professional study visits and maintain the high level of performance!



SECTION.8 Cultural activities

The organization of cultural activities for mobility participants requires that you as an organization facilitating and/or coordinating mobilities:

- enable smooth communication with the Sending Organization regarding cultural activities;
- ensure safety of mobility participants during cultural activities;
- enquire about the interests and needs of mobility participants and on this basis arrange for relevant cultural activities.

By organizing relevant and fulfilling cultural activities, you contribute to improving the intercultural awareness of the mobility participants, which in its turn helps maximize the overall effect of the mobility programme and participants' satisfaction with the mobility experience.

Assessment of your organization

Category 1: 0-8 points (Your organisation has scored: ...%)

Your performance in the organization of cultural activities is currently not meeting the quality standards and needs substantial improvement. You can achieve improvements by adopting and following the approach briefly described above.

What's next? Go through your answers. Pay attention to those criteria and indicators that you fail to meet or that you are able to meet only to a small extent. Plan the actions and resources that will be necessary to rectify the situation. Use the descriptions of indicators and evidence as benchmarks for improvement. It may be helpful to seek external advice. Make sure your prospective adviser has adequate knowledge and experience in international mobilities.

Assessment of your organization

Category 2: 9-16 points (Your organisation has scored: ...%)

You are performing relatively well in the organization of cultural activities but your score indicates that there is need for further improvement. You need to work on those elements of this service that you do not appear to provide effectively. Adopt and follow the approach briefly described above.

What's next? Try to build upon your initial successes and further strengthen related processes and quality. However, also focus on those areas and indicators that you cannot yet meet or you are able to meet only to a small extent. Plan the actions and resources that will be necessary to rectify the situation. Use the descriptions of indicators and evidence as benchmarks for improvement.

Assessment of your organization

Category 3: 17-25 points (Your organisation has scored: ...%)

You have built a strong foundation for the successful organization of cultural activities. You have taken into consideration a number of aspects that ensure adequate quality and relevance of this service. However, you will definitely benefit from further improvement.

What's next? Analyse those areas where your score indicates inefficiencies. Plan the actions and resources that will be necessary to rectify the situation. Use the descriptions of indicators and evidence as benchmarks for improvement.

Assessment of your organization

Category 4: 26-34 points (Your organisation has scored: ...%)



You meet the quality standards for the organization of cultural activities and appear able to provide a memorable cultural experience for your mobility participants. Key processes and quality measures related to the planning, implementation, monitoring and evaluation of cultural activities are developed, introduced and regularly implemented in your organization.

What's next? Analyse any areas and indicators where improvement is possible. Plan the actions and resources that will be necessary to rectify any deficiencies. Keep monitoring the arrangement of cultural activities and maintain the high level of performance!

SECTION.9 Inclusion of people with special needs

Inclusion of people with special needs requires that you as an organization facilitating and/or coordinating mobilities:

- enable smooth communication with the Sending Organization and enquire about specific requirements and needs persons with special needs and their attendants have in relation to the mobility;
- ensure that participants with special needs are included in all aspects of the mobility and have a satisfactory mobility experience;
- identify and eliminate any barriers and discrimination that prevent persons with special needs from fully participating in and benefitting from training placements, professional study visits, cultural programme and/or other aspects of the mobility.

By providing barrier-free mobility experience for people with special needs, you create inclusive environment in your organization and ensure equality of opportunities for all.

Assessment of your organization

Category 1: 0-23 points (Your organisation has scored: ...%)

Your performance related to the inclusion of people with special needs in mobilities still needs substantial improvement. You can achieve this by adopting and following the approach briefly described above.

What's next? Go through your answers. Pay attention to those criteria and indicators that are not met or are met to a small extent. Plan the actions and resources required to meet these criteria. Use the descriptions of indicators and evidence as a benchmark for improvement. It may be helpful to seek external advice. Make sure your prospective adviser has adequate knowledge and experience in international mobilities.

Assessment of your organization

Category 2: 24-46 points (Your organisation has scored: ...%)

Regarding the inclusion of people with special needs in mobilities, you are moving in the right direction. However, there is still much room for improvement. To maximize your strengths and eliminate inefficiencies, focus on the approach briefly described above.

What's next? Try to build upon your strengths and further improve all aspects related to the inclusion of people with special needs (communication processes, identification and elimination of barriers and discrimination, ensuring relevant staff competences and skills). Pay specific attention to those criteria and indicators that are not met or are met to a small extent. Plan the actions and resources required to meet these criteria. Use the descriptions of indicators and evidence as benchmarks for improvement.



Assessment of your organization

Category 3: 47-70 points (Your organisation has scored: ...%)

You have already set in place the prerequisites for the inclusion of people with special needs in mobilities. Your performance in alignment of the mobility organization process and mobility programme with the needs of participants, as well as in identification and elimination of barriers to organization of the mobility, is rather effective. However, there is still some room for improvement.

What's next? Your organization needs to make a concerted effort to maximize efficiency in the inclusion of people with special needs. Analyse those criteria and indicators that are still not fully met and identify what needs to be improved. Plan actions and resources required to fully meet all criteria in this section. Use the descriptions of indicators and evidence as benchmarks for improvement.

Assessment of your organization

Category 4: 71-94 points (Your organisation has scored: ...%)

You already have created a good basis for the efficient organization of mobilities. Processes such as alignment of the mobility organization process and mobility programme with the needs of participants, identification and elimination of barriers to organization of the mobility, are set up rather effectively in your organization.

What's next? Analyse those criteria and indicators (if any) that are still not fully met. Identify the need for improvement. Plan the actions and resources required to fully meet all criteria in this section. Keep monitoring the inclusion of people with special needs in mobilities and maintain the high level of performance!