



# ONLINE INFO SESSION

## EUROPEAN SOLIDARITY CORPS

### Quality Label for Humanitarian Aid Volunteering

**24 June 2024**

*European Education and Culture  
Executive Agency*

*The session will start at 14:30*

# Agenda

| Time          | Topic                                |
|---------------|--------------------------------------|
| 14:30 – 14:40 | Welcome and introduction             |
| 14:40 – 14:55 | Policy context                       |
| 14:55 – 15:30 | Introduction to the call             |
| 15:30 – 16:00 | Introduction to the FTOP environment |
| 16:00 – 16:30 | Q&As session and closing remarks     |

# Policy context

DG EAC



# The double objective of the European Solidarity Corps

To provide **young people, including people with fewer opportunities**, the possibility to:

Make an **impactful and durable contribution** to local communities

**Develop their skills** and get some valuable experience in the process

# Principles and objectives of humanitarian aid volunteering



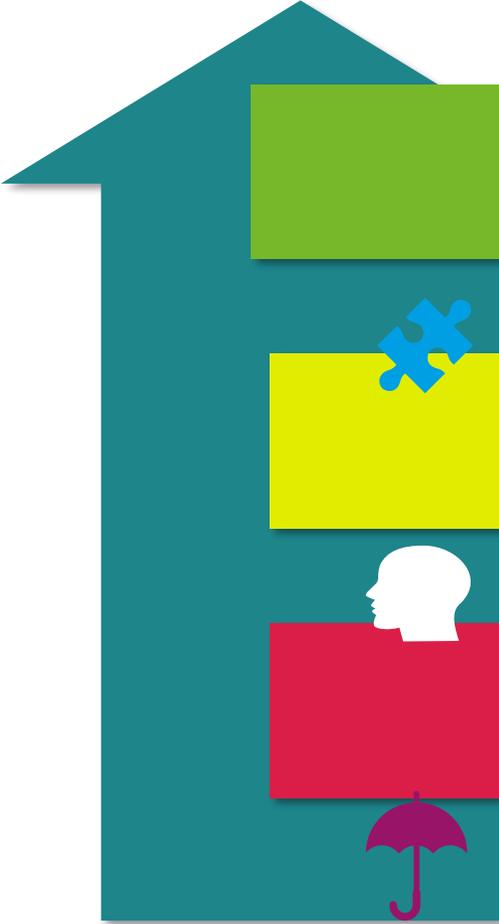
Projects must be in line with the **principles** of **humanity, neutrality, impartiality, independence, 'do no harm' principle.**

Their objectives are **NOT** to deliver emergency response to disasters.

Most projects aim to contribute to **strengthening durably the capacity and resilience** of vulnerable or disaster-affected communities.

So they are rather about **long term development cooperation** than about crisis management.

# The claims made in the proposals must be substantiated by convincing evidence



Projects must be needs-based and have an impact



Volunteers must be at the centre of the design of projects.



Their safety and security is an absolute priority :  
host organisations must have robust procedures in place

# Projects must be inclusive



**Projects must allow the participation of young people with fewer opportunities**



**Requirements for skills and experience of volunteers must not be too demanding**



**The quality and availability of mentors throughout the project is essential**

# Introduction to the call

# What is the Quality Label for Humanitarian Aid Volunteering?



- **A certification, precondition** for participation in volunteering activities in support of humanitarian aid operations



- **Compliance with the principles and objectives** of the European Solidarity Corps



- **Capacity of organisations to undertake quality volunteering activities** in support of humanitarian aid operations



- It does **NOT** automatically lead to funding

# Types of Quality Label

## Support role

- Support organisations are established in EU Member States or third countries associated to the programme (check [Programme Guide 2024 p. 16](#) for more info).
- It entitles organisations to submit applications and coordinate or be part of partnerships.
- Tasks:
  - Supporting, preparing and/or training participants before departure;
  - Mediating between them and the host organisation;
  - Supporting participants upon return.

## Host role

- Host organisations are established in third countries not associated to the programme (check [Regulation 2021/888, art. 10.2](#) for more info).
- It covers the full range of activities related to hosting a volunteer, including:
  - The development of a programme for the young person's activities;
  - Providing guidance and support to the participant during all the phases as appropriate.

# How to obtain it?



## SUBMISSION OF APPLICATION

To take part in Humanitarian Aid Volunteering action under the 2024 call, organisations must apply for Quality Label in **September 2024**



## ASSESSMENT

Applications will be assessed against **eligibility, selection, exclusion and award criteria**



## AWARD

**Valid for the entire duration** of the programming period 2021-2027

# Timeline





# Procedures to apply

## 1. Full procedure (FP)

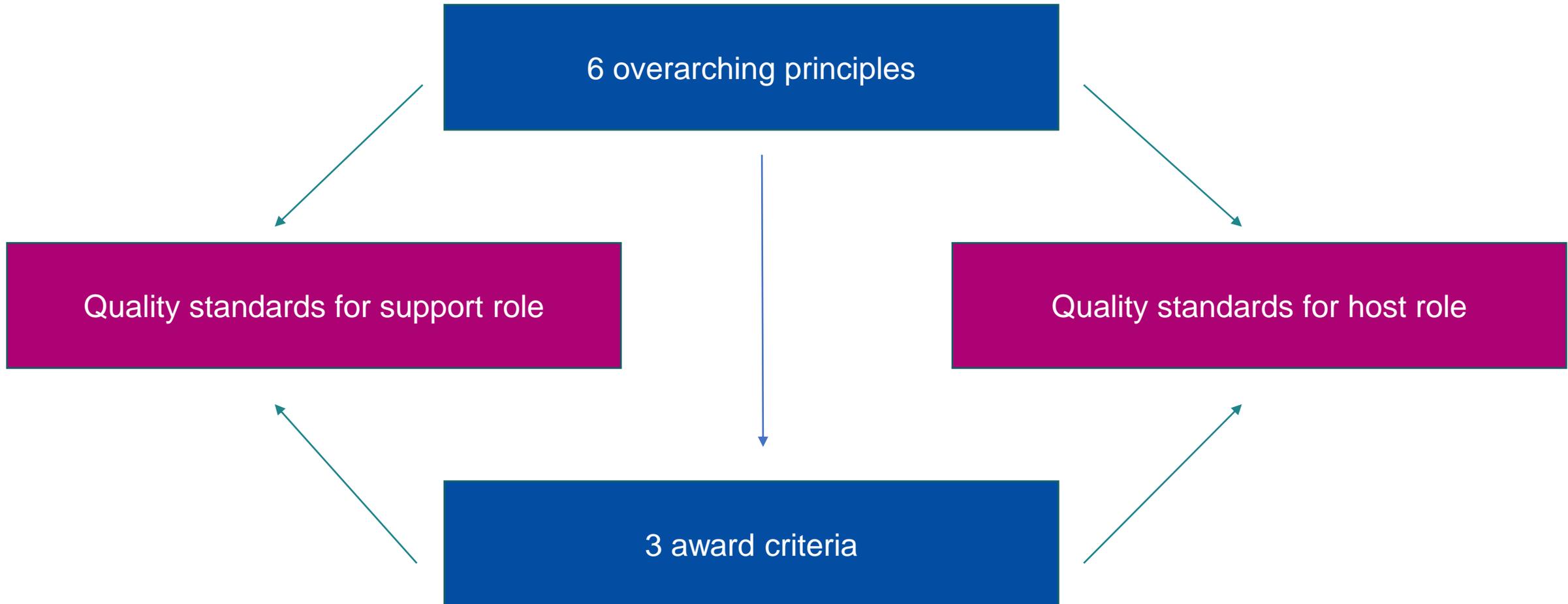
New applicant organisations applying for the support or host role.

## 2. Simplified host procedure (SHO)

An organisation which applies for support role may also **apply for host role on behalf of its branche offices** located in third countries not associated to the programme.

The applicant support organisation is **accountable for the quality and safety** of the activities offered by the simplified hosting organisation(s).

# Requirements for compliance



# Compliance with the principles & quality standards

Equal opportunities and non-discrimination

Avoidance of job substitution

Avoidance of harmful activities

Provision of high quality, easily accessible and inclusive activities

Adequate training, working and volunteering arrangements

Non profit

# Tasks and responsibilities of organisations

## Management

Before the  
activity

During the  
activity

After the  
activity

# Criteria for assessing projects

Admissibility

Eligibility

Award

# Admissibility criteria

## Submission

- Via the Funding & Tenders Portal Electronic Submission System
- By the deadline: [Funding & Tenders Portal](#)
- Using the forms provided in the Submission System
- Readable, accessible and printable
- Complete, including all documents and mandatory annexes
- Written in one of the EU official languages
- Applications are limited to 40 pages



# Eligibility criteria



|                               |  |
|-------------------------------|--|
| <b>Eligible Organisations</b> | <ul style="list-style-type: none"><li>• <b><u>Quality Label for support role</u></b> - any organisation legally established in an EU Member State or a third country associated to the Programme.</li><li>• <b><u>Quality Label for host role</u></b> - any organisation legally established in a third country where humanitarian aid activities and operations take place and where there are no ongoing armed conflicts.</li><li>• Groups of young people are <b><u>NOT</u></b> eligible.</li><li>• An organisation that applies for support role may also apply for <b><u>host role on behalf of its branches</u></b> with which it shares the same legal personality (<b>one legal entity = one Quality Label</b>).</li></ul> |
| <b>Duration</b>               | <ul style="list-style-type: none"><li>• The whole duration of <b><u>the programming period 2021–2027</u></b>, subject to periodical reassessments by the EACEA.</li></ul>  |
| <b>When to apply?</b>         | <ul style="list-style-type: none"><li>• Organisations willing to participate in Humanitarian Aid Volunteering projects under the 2025 call must apply for Quality Label via the <a href="#">Funding &amp; Tenders Portal</a></li></ul>   |
| <b>Where to apply?</b>        | <ul style="list-style-type: none"><li>• To the <b>Education and Culture Executive Agency</b> through the Funding and Tender Opportunities Portal of the European Commission.</li></ul>   |
| <b>Other Criteria</b>         | <ul style="list-style-type: none"><li>• <b><u>A declaration of honour</u></b> signed by the legal representative.</li></ul>  |

# Award criteria

## Relevance

- Relevance of objectives to the priorities of the European Solidarity Corps and Humanitaria Aid Volunteering

## Quality of measures

- Policies and measures compliant with the quality requirements of the European Solidarity Corps

## Organisational capacity

- Capacity of the organisation in terms of structure, management and coordination with partners to engage in humanitarian aid activities

# Relevance

Convincing motives for participation in the European Solidarity Corps

Organisation's objectives address relevant issues of the European Solidarity Corps

Organisation's activities and experience relevant for humanitarian aid and with a strong solidarity dimension

Commitment to the principles of humanity, neutrality, impartiality, independence and 'do no harm' principle

Proposal relevant for respect and promotion of shared EU values (freedom, equality, rule of law, respect for human dignity etc.)

# Quality of measures

Activities respond to humanitarian aid needs and provide tangible benefits to local communities

Security, health, safety of volunteers are guaranteed

Measures to respect the avoidance of harmful activities principle

Adequate practical and logistical arrangements

Adequate mentoring support for volunteers

Adequate personal and psychological support for volunteers

Appropriate living and volunteering conditions

Measures to support specific needs of young volunteers with fewer opportunities

Avoiding job substitution and tasks with low learning impact

Promoting environmental sustainability and responsibility

Making use of digital tools and methods

# Organisational capacity

Appropriate allocation of resources to manage the activities in accordance with quality standards (safety and security standards)

Appropriate steps to ensure continuity of activities in case of organisational changes

Good approach towards working with partners

High quality measures for assuring the sustainability of the planned activities

Quality project management (proper communication and coordination measures with other host/support organisations)

High quality measures to disseminate the outcomes of the activities within and outside the participating organisations

High quality measures for monitoring and evaluating the activities

# Introduction to the FTOP environment

# Registration on the EU Funding & Tenders Portal

- ✓ The submission of the application form is managed by the [EU Funding & tender opportunities portal](#) (the central electronic portal for all EU funding and tenders)



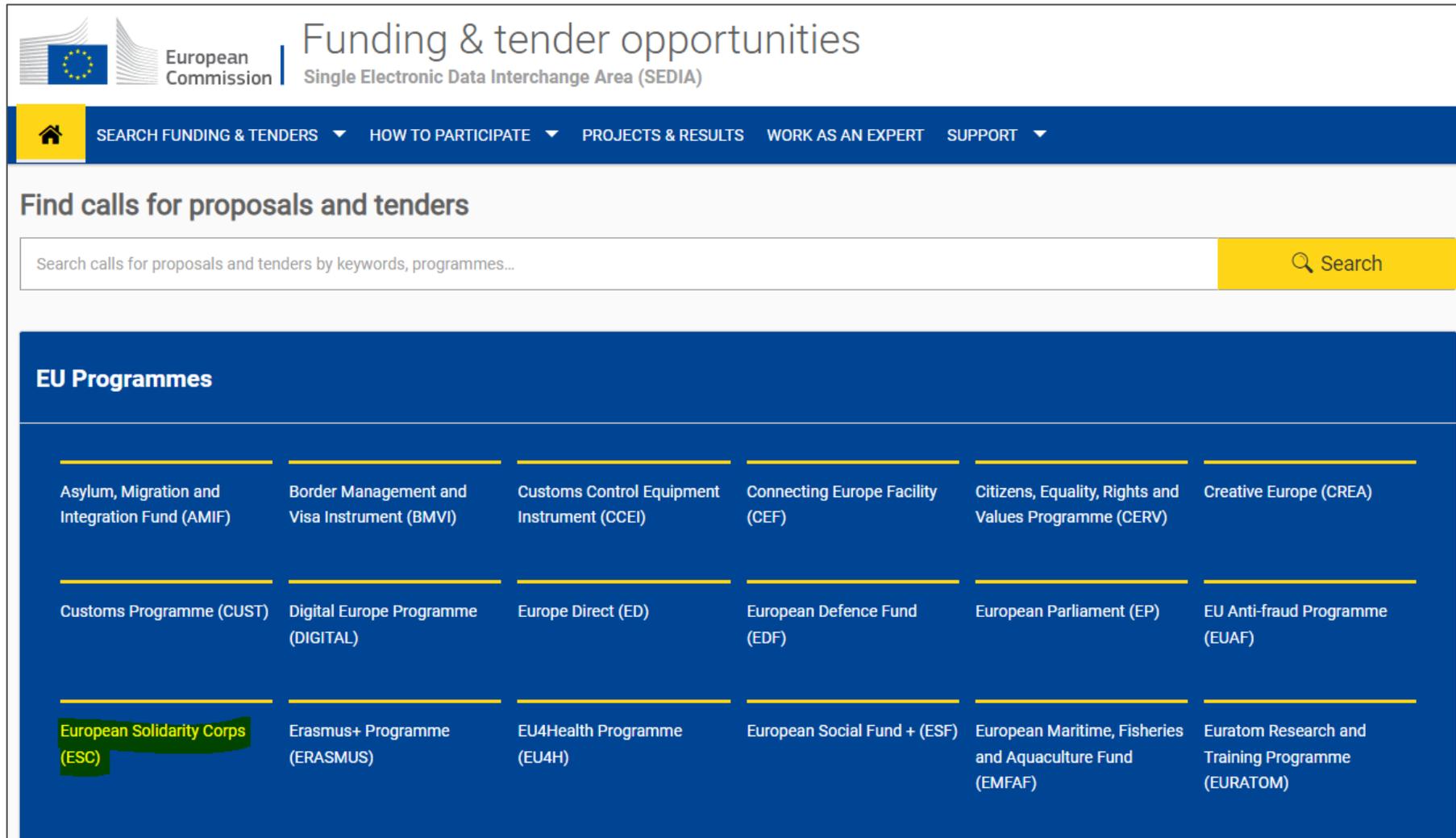
### 3 Create an EU Login account

Each user has to have an EU Login account to log in on the Portal. If you already have such an account, you can use it for any interactions supported on this site from proposal submission to reporting.

If you do not have an account yet, you need to create it by clicking on the REGISTER button. Otherwise you get access only to the public services of the site (eg. searching funding opportunities, reading guidance, etc.)

Register an EU login account

# How to find the European Solidarity Corps Programme?



The screenshot shows the 'Funding & tender opportunities' page on the European Commission's Single Electronic Data Interchange Area (SEDIA). The page features a search bar for finding calls for proposals and tenders. Below the search bar, a grid of 'EU Programmes' is displayed, with the 'European Solidarity Corps (ESC)' highlighted in green.

**Funding & tender opportunities**  
Single Electronic Data Interchange Area (SEDIA)

SEARCH FUNDING & TENDERS ▾ HOW TO PARTICIPATE ▾ PROJECTS & RESULTS WORK AS AN EXPERT SUPPORT ▾

Find calls for proposals and tenders

Search calls for proposals and tenders by keywords, programmes... Search

**EU Programmes**

|   |  |   |                                  |   |   |
|---|--|---|----------------------------------|---|---|
| Asylum, Migration and Integration Fund (AMIF) | Border Management and Visa Instrument (BMVI) | Customs Control Equipment Instrument (CCEI) | Connecting Europe Facility (CEF) | Citizens, Equality, Rights and Values Programme (CERV)    | Creative Europe (CREA)                            |
| Customs Programme (CUST)                      | Digital Europe Programme (DIGITAL)           | Europe Direct (ED)                          | European Defence Fund (EDF)      | European Parliament (EP)                                  | EU Anti-fraud Programme (EUAF)                    |
| <b>European Solidarity Corps (ESC)</b>        | Erasmus+ Programme (ERASMUS)                 | EU4Health Programme (EU4H)                  | European Social Fund + (ESF)     | European Maritime, Fisheries and Aquaculture Fund (EMFAF) | Euratom Research and Training Programme (EURATOM) |

# How to find the relevant call?

The screenshot shows the 'SEARCH FUNDING & TENDERS' section of the European Commission's website. The search results are filtered for 'GRANTS' and 'TENDERS'. The main search results area displays 'Funding and tenders (6)'. A specific call, 'Quality Label Humanitarian Aid - Full Procedure', is highlighted in yellow. Below the call title, the reference number 'ESC-HUMAID-2021-QUAL-LABEL-FP' is shown. The call details are presented in a table format:

|                       |                                 |                       |  |
|-----------------------|---------------------------------|-----------------------|--|
| <b>Programme</b>      | European Solidarity Corps (ESC) | <b>Status</b>         | Open for submission                      |
| <b>Type of action</b> | ESC Quality Label               | <b>Deadline model</b> | multiple cut-off                         |
| <b>Opening date</b>   | 10 June 2021                    | <b>Next deadline</b>  | 21 September 2023 17:00:00 Brussels time |

Additional details include 'Call for proposal' and 'Grant' buttons, a 'Need help?' link, and a 'Sort by: Submission status' dropdown menu. The submission status filter shows 'Open for submission (1)' selected.

# Before starting your application

The screenshot shows the European Commission's 'Funding & tender opportunities' portal. At the top, there is a navigation bar with the European Commission logo, the text 'Funding & tender opportunities', 'Single Electronic Data Interchange Area (SEDIA)', and language options for 'English' with a 'Register' and 'Login' button. Below this is a dark blue navigation menu with links for 'SEARCH FUNDING & TENDERS', 'HOW TO PARTICIPATE', 'PROJECTS & RESULTS', 'WORK AS AN EXPERT', and 'SUPPORT'. A warning banner is present, stating: 'Due to a new release of the European Commission Authentication Service (EU Login), you might be prompted to enter your credentials again while working in the Portal during the times of the intervention: on Monday 28.06.2021 from 13:00-13:00 and from 17:00-17:30, and on Tuesday 29.06.2021 from 17:30-18:00. All services will remain available during the time of the interventions.' The main content area is titled 'Quality Label Humanitarian Aid - Full Procedure' with the 'TOPIC ID: ESC-HUMAID-2021-QUAL-LABEL-FP'. A 'Grant' button is visible. On the left, a sidebar menu includes 'General information', 'Topic description', 'Conditions and documents', 'Partner search', 'Submission service', 'Topic related FAQ', 'Get support', 'Call information', and 'Call updates'. The main content area displays 'General information' with the following details: Programme: European Solidarity Corps (ESC); Call: Quality Label Humanitarian Aid Strand (ESC-HUMAID-2021-QUAL-LABEL) with a 'See budget overview' button; Type of action: ESC-CERT ESC Quality Label; Type of MGA: ESC Certificate [ESC-CERT] with an 'Open for submission' button; Deadline model: multiple cut-off; Opening date: 10 June 2021; Deadline dates: 22 September 2021 17:00:00 Brussels time and 05 January 2022 17:00:00 Brussels time.

European  
Solidarity Corps  
Guide

Conditions and  
documents

Call information

# Start submission process

## Start submission

To access the Electronic Submission Service, please click on the submission-button next to the **type of action** and the **type of model grant agreement** that corresponds to your proposal. You will then be asked to confirm your choice, as it cannot be changed in the submission system. Upon confirmation, you will be linked to the correct entry point.

To access existing draft proposals for this topic, please login to the Funding & Tenders Portal and select the My Proposals page of the My Area section.

Please select the type of your submission:

 ESC Quality Label [ESC-CERT], ESC Certificate [ESC-CERT]

Start submission

### Please confirm your choice

You selected this topic: **Quality Label Humanitarian Aid - Full Procedure - ESC-HUMAID-2021-QUAL-LABEL-FP**

You selected this type of action and model grant agreement: **ESC Quality Label [ESC-CERT], ESC Certificate [ESC-CERT]**

Related Call: **Quality Label Humanitarian Aid Strand**



Your selection cannot be changed subsequently in the submission system.

CANCEL

CONFIRM

# Start filling in your application

## Find your organisation

PIC  0 Short name  230

## Your role

**Please indicate your role in this proposal**

Main contact ||

Contact person ||

## Your proposal

**Please choose an acronym for your proposal.**

It will appear also in the "General Information" section of the Application Form Part A and can also be updated there.

**Acronym**  7

**Short Summary**  1930

### Terms and Conditions for the Submission of Applications

Please read and accept this disclaimer to proceed with the creation of your draft proposal:

**Proposal data**

**1. Confidentiality:** Applications (and any additional information provided for the award) will be considered confidential and treated according to the same principles as those set out in the grant agreement. We may in particular have to share applications with other EU institutions and bodies in order to perform the pre-award checks required by the EU Financial Regulation. Please also be aware that we may have to publish the information contained in the Abstract/Short Summary in Part A. Please avoid adding any confidential information in that section.

**2. Access to pre-registration data:** Please be aware that certain information from the draft proposals will be accessed by us before the call deadline, in order to plan the evaluation. This concerns call ID, topic ID, type of action ID, participant identification code (PIC), project acronym, abstract, panel and keywords.

I agree that the pre-registration data becomes available to the European Commission services prior to call closure.

I wish that the pre-registration data does not become available to the European Commission services prior to call closure.

(Applicants are advised to use this option only in well justified cases, as it hinders the planning of the evaluation process and the timely processing of proposals).



# Draft proposal created



Funding & tender opportunities  
Single Electronic Data Interchange Area (SEDIA)

Manage my area | SEARCH FUNDING & TENDERS | HOW TO PARTICIPATE | PROJECTS

- My Person Profile
- My Organisation(s)
- Grants
- My Proposal(s)**
- My Formal Notification(s)

### Draft proposal Hum Aid QL FP created

Dear [REDACTED]

You have successfully created a draft proposal **Hum Aid QL FP** for the call **ESC-HUMAID-2021-QUAL-LABEL**.

You can continue editing your draft proposal now or access it at a later time, but before the deadline of **22 September 2021 17:00:00 (Brussels Local Time)** from the [Funding & Tenders Portal](#) by accessing the [My Proposals](#) tab.

**Due to a new release** of the European Commission Authentication Service, the F&T Portal will be unavailable on **Monday 28.06.2021 from 13:00-13:30 and from 17:00-17:30**, and on **Monday 29.06.2021 from 07:30-08:10 CET**.

**Legal Entity and Bank Account** validations tasks will experience issues in the Grant Management Services & the **Identity, Bank Account, Contracts & Payments** functionalities in the Experts Area of the F&T Portal will be unavailable on **Monday, 28.06.2021, between 20:00 and 21:30**.

**Grant Management Services** will be unavailable on **Tuesday, 29.06.2021, between 07:30 and 08:10 CET**.

### My Proposal(s)

Results: 1

Need help?

| PROGRAMME | CALL                       | FUNDING SCHEME | PROPOSAL ID   | ACRONYM       | STATUS | REMAINING TIME | CLOSURE DATE (Brussels time) | ACTIONS |
|-----------|----------------------------|----------------|---------------|---------------|--------|----------------|------------------------------|---------|
| ESC2027   | ESC-HUMAID-2021-QUAL-LABEL | ESC-CERT       | SEP-210763459 | Hum Aid QL FP | Draft  | 86             | 22/09/2021 17:00:00          | Actions |

1 / 10

# Create your proposal

European Commission | Funding: Submission Service Welcome [User]

Progress: Login ✓ | Topic selection ✓ | **Create proposal** | Participants | Proposal forms | Submit

### Create proposal

**Deadline**  
21 September 2023 17:00:00 Brussels Local Time  
87 days left until closure

**Call data**  
Call: ESC-HUMAID-2021-QUAL-LABEL  
Topic: ESC-HUMAID-2021-QUAL-LABEL-FP  
Type of action: ESC-CERT  
Type of MGA: ESC-CERT

⚠ Topic and type of action can only be changed by creating a new proposal.

**Download Part B templates**  
Download part B templates

**Support & Helpdesk**  
Online Manual | IT How To  
IT Helpdesk | FAQ  
Service Desk:  
EC-FUNDING-TENDER-SERVICE-DESK@ec.europa.eu  
+32 2 29 92222

**Find your organisation**  
PIC: [input] Short name: [input] Search  
Organisations you have been previously associated with. (Click to select)  
PIC: 913842918  
Test Camelia-Valeria  
place Roglier  
Brussels, BE

**Your role**  
Please indicate your role in this proposal \*  
 Main contact  
 Contact person

**Your proposal**  
It will appear also in the "General Information" section of the Application Form Part A and can also be updated there.  
Acronym \* [input 20]  
Short Summary \* [input 2000]

SAVE AND GO TO NEXT STEP

# Completing your application

### Part B and Annexes

In this section you may upload the technical annex of the proposal (in PDF format only) and any other requested attachments. ?

Part B  ?

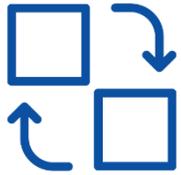
# Editing or deleting of your application

| PROGRAMME | CALL                       | FUNDING SCHEME | PROPOSAL ID   | ACRONYM       | STATUS | REMAINING TIME | CLOSURE DATE (brussels time) | ACTIONS                 |
|-----------|----------------------------|----------------|---------------|---------------|--------|----------------|------------------------------|-------------------------|
| ESC2027   | ESC-HUMAID-2021-QUAL-LABEL | ESC-CERT       | SEP-210763459 | Hum Aid QL FP | Draft  | 86             | 22/09/2021 17:00:00          | <a href="#">Actions</a> |

⏪ ⏩ 1 10 ▼

[Edit Draft](#)  
[Delete Proposal](#)

# Monitoring, Reporting and Quality Assurance



## Changing/Updating the Quality Label

The organisations holding a Quality Label for Humanitarian Aid Volunteering must notify the awarding body of any changes in their organisation that should be reflected in their Quality Label.



## Monitoring & Checks

The Quality Label will be periodically reassessed. The Executive Agency may carry out regular or ad hoc monitoring visits to verify that the organisations holding a Quality Label still meet the quality standards.



## Termination

In cases of serious underperformance, failure to comply with Executive Agency's instructions and deadlines or repeated violations of the Programme rules, the Quality Label can be withdrawn. In addition, the awarding body may terminate a Quality Label if the organisation ceases to exist.

# Closing remarks

EACEA

# Useful links

- [The European Solidarity Corps Programme Guide 2024](#)
- [Call for proposals 2024 - EAC/A11/2023](#)
- The call on the [Funding and Tenders Portal](#)
- [Legal basis of the European Solidarity Corps](#)
- [Examples of projects approved under the Humanitarian Aid programme](#)
- [Humanitarian Aid Volunteering Quality Labelled Organisations | European Youth Portal \(europa.eu\)](#)

# Thank you

EACEA A5.02

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