

PT02-Erasmus+ Juventude em Ação (E+)
PORTUGAL

To: European Commission
DG EAC

ERASMUS+ PROGRAMME
NATIONAL AGENCY YEARLY REPORT
PERIOD: 1 JANUARY 2015 - 31 DECEMBER 2015

Name of National Agency (NA) : PT02-Erasmus+ Juventude em Ação (E+)

Fields Covered : Youth

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Declaration of the NA legal representative:

"I hereby declare that the information contained in the present report and its annexes is accurate and true."

Name of the legal representative: Pedro Couto Soares

Function of the NA legal representative: Director

Visa History

Visa Date	Status	Visa By	On Behalf of
15/02/2016	Signed by NA	Couto Soares Pedro	Reis Pedro

PART I - PROGRAMME IMPLEMENTATION IN 2015

I.1. School education

I.1.1. Implementation of Erasmus+ actions in 2015 - Analysis of preliminary results

If relevant for the NA, please provide a comprehensive description of the implementation of decentralised actions in the field of school education between Programme Countries in 2015.

In this regard, with the support of statistical data (attach also Statistical Annex) and other sources of information at your disposal please provide:

1. an analysis, from a content-related perspective, on the selection results of actions managed by the NA (e.g. quality of applications received and granted, trends in number of participants, institutions, projects, compared to the previous call, objectives, priorities and topics addressed by granted projects, nature of activities planned in granted projects and methods used, profile and geographic spread of institutions and organisations involved, target groups reached, in particular with special needs, from outermost regions where relevant and from disadvantaged backgrounds, etc.). Such information is provided for:

a. Key Action 1 (KA101)

N/A

b. Key Action 2 (KA201 and KA219)

N/A

2. an overview of the activities undertaken to promote the decentralised actions above, as well as centralised actions in the field of school education. Any information provided in this section must not be repeated in the section 7 "Horizontal actions and activities".

N/A

3. an overview of the activities undertaken to support and increase the qualitative implementation of the actions, including in terms of monitoring and support. Any information provided in this section must not be repeated in the section 7 "Horizontal actions and activities".

N/A

4. The most significant (positive and negative) feedback received from programme stakeholders (e.g. applicants, beneficiaries, participants, other stakeholders not receiving grants through the programme) about programme rules and procedures, content and impact of the actions.

N/A

5. An overall qualitative assessment on the implementation of actions in the field of school education (positive achievements, difficulties encountered, overall judgement on the state of the art) in linkage with the programme's objectives and priorities as well as with the school education policy context.

N/A

I.1.2. Analysis of finalised actions

If relevant for the NA, please provide the following information for activities in school education that were realised in the year 2015 and selected under the call 2014.

1. Please provide your analysis on the trends of realised mobilities (number, average duration, average grants) as compared to realised mobilities in previous years. Such analysis must cover all types of staff mobility, i.e.: Teaching assignments; Structured courses/training events; Job shadowing.

N/A

2. Please provide your analysis on the the feedback received from participants in realised mobility activities through their final reports. Such analysis must cover all types of mobility, i.e.: Teaching assignments; Structured courses/training events; Job shadowing.

N/A

I.1.3. Transnational Cooperation Activities

1. Please annex the detailed list of realised activities. Please also describe the TCA activities realised in 2015 that were more successful, and explain the reasons why. Please also indicate any activities that could not be realised as initially planned (in the NA annual Work Programme) and explain why they were not carried out.

N/A

I.2. VET

I.2.1. Implementation of Erasmus+ actions in 2015 - Analysis of preliminary results

If relevant for the NA, please provide a comprehensive description of the implementation of decentralised actions in the field of VET in 2015.

In this regard, with the support of statistical data (attach also Statistical Annex) and other sources of information at your disposal please provide:

1. an analysis, from a content-related perspective, on the selection results of actions managed by the NA (e.g. quality of applications received and granted, trends in number of participants, institutions, projects, compared to the previous call, objectives, priorities and topics addressed by granted projects, nature of activities planned in granted projects and methods used, profile and geographic spread of institutions and organisations involved, target groups

reached, in particular with special needs, from outermost regions where relevant and from disadvantaged backgrounds, etc.). Such information is provided for:

a. Key Action 1 (KA102)

N/A

b. Key Action 2 (KA202)

N/A

2. an overview of the activities undertaken to promote the decentralised actions above, as well as centralised actions in the field of VET. Any information provided in this section must not be repeated in the section 7 "Horizontal actions and activities".

N/A

3. an overview of the activities undertaken to support and increase the qualitative implementation of the actions, including in terms of monitoring and support. Any information provided in this section must not be repeated in the section 7 "Horizontal actions and activities".

N/A

4. a description of the activities undertaken to implement the VET Mobility Charter.

N/A

5. The most significant (positive and negative) feedback received from programme stakeholders (e.g. applicants, beneficiaries, participants, other stakeholders not receiving grants through the programme) about programme rules and procedures, content and impact of the actions.

N/A

6. An overall qualitative assessment on the implementation of actions in the VET field (positive achievements, difficulties encountered, overall judgement on the state of the art) in linkage with the programme's objectives and priorities as well as with the VET policy context.

N/A

I.2.2. Analysis of finalised actions

If relevant for the NA, please provide the following information for activities in VET that were realised in the year 2015 and selected under the call 2014.

1. Please provide your analysis on the trends of realised mobilities (number, average duration, average grants) as compared to realised mobilities in previous years. Such analysis must cover all types of staff mobility, i.e.: VET traineeships in vocational institutes; VET traineeships in companies; Teaching/training assignments; Staff training.

N/A

2. Please provide your analysis on the the feedback received from participants in realised mobility activities through their final reports. Such analysis must cover all types of mobility, i.e.: VET traineeships in vocational institutes; VET traineeships in companies; Teaching/training assignments; Staff training.

N/A

I.2.3. Transnational Cooperation Activities

1. Please annex the detailed list of realised activities. Please also describe the TCA activities realised in 2015 that were more successful, and explain the reasons why. Please also indicate any activities that could not be realised as initially planned (in the NA annual Work Programme) and explain why they were not carried out.

N/A

I.3. Higher education between Programme Countries

I.3.1. Implementation of Erasmus+ actions in 2015 - Analysis of preliminary results

If relevant for the NA, please provide a comprehensive description of the implementation of decentralised actions in the field of higher education between Programme Countries in 2015.

In this regard, with the support of statistical data (attach also Statistical Annex) and other sources of information at your disposal please provide:

1. an analysis, from a content-related perspective, on the selection results of actions managed by the NA (e.g. quality of applications received and granted, trends in received and granted number of participants, institutions, projects, compared to the previous call, objectives, priorities and topics addressed by granted projects, nature of activities planned in granted projects and methods used, profile and geographic spread of institutions and organisations involved, target groups reached, in particular with special needs, from outermost regions where relevant and from disadvantaged backgrounds, etc.). Such information is provided for:

a. Key Action 1 (KA103 and KA108)

N/A

b. Key Action 2 (KA203)

N/A

2. an overview of the activities undertaken to promote the decentralised actions above, as well as centralised actions in the field of higher education between Programme Countries. Any information provided in this section must not be repeated in the section 7 "Horizontal actions and activities".

N/A

3. an overview of the activities undertaken to support and increase the qualitative implementation of the actions, including in terms of monitoring and support. Any information provided in this section must not be repeated in the section 7 "Horizontal actions and activities".

N/A

4. a description of the activities undertaken to monitor the implementation of the Erasmus Charter for Higher Education by higher education institutions in your country.

N/A

5. The most significant (positive and negative) feedback received from programme stakeholders (e.g. applicants, beneficiaries, participants, other stakeholders not receiving grants through the programme) about programme rules and procedures, content and impact of the actions.

N/A

6. An overall qualitative assessment on the implementation of actions in the field of higher education between Programme Countries (positive achievements, difficulties encountered, overall judgement on the state of the art) in linkage with the programme's objectives and priorities as well as with the higher education policy context.

N/A

I.3.2. Analysis of finalised actions

If relevant for the NA, please provide the following information for activities in higher education that were realised in the year 2015 and selected under the call 2014.

1. Please provide your analysis on the trends of realised mobilities (number, average duration, average grants) as compared to realised mobilities in previous years. Such analysis must cover all types of mobility, i.e.: Student mobility for studies; Student mobility for traineeships; Staff mobility for teaching; Staff mobility for training.

N/A

2. Please provide your analysis on the the feedback received from participants in realised mobility activities, especially in terms of recognition and support before, during and after mobility. Such analysis must cover all types of mobility, i.e.: Student mobility for studies; Student mobility for traineeships; Staff mobility for teaching; Staff mobility for training.

N/A

I.4. Higher education - international

I.4.1. Implementation of Erasmus+ actions in 2015 - Analysis of preliminary results

If relevant for the NA, please provide a comprehensive description of the implementation in 2015 of decentralised actions and the promotion of centralised actions in the field of international higher education (i.e. Erasmus Mundus Joint Master Degrees, Capacity Building projects for Higher Education and Jean Monnet activities).

In this regard, with the support of statistical data (attach also Statistical Annex) and other sources of information at your disposal please provide:

1. an analysis, from a content-related perspective, on the selection results of international credit mobility managed by the NA (e.g., objectives, priorities and topics addressed by granted projects, nature of activities planned in granted projects and methods used, profile and geographic spread of institutions and organisations involved, target groups reached, in particular participants with special needs and from disadvantaged backgrounds, etc.).

N/A

2. an overview of the activities undertaken to promote international credit mobility as well as centralised actions in the field of higher education international and to support applicants (e.g. info-day on the international dimension of Erasmus+, workshops on preparation of proposals, webinars on different actions, contact seminars, etc). Any information provided in this section must not be repeated in the section 7 "Horizontal actions and activities".

N/A

3. any relevant factual information on the quality of international credit mobility proposals in terms of strengths and weaknesses:

N/A

4. how did you ensure comparability of evaluations in international credit mobility?

N/A

5. an overview of the activities undertaken to support and increase the qualitative implementation of international credit mobility and centralised actions in the field of higher education international, including in terms of monitoring and support (e.g. seminars dedicated to management of international credit mobility, webinars on the use of IT tools, participation in monitoring activities for centralised actions, etc.). Any information provided in this section must not be repeated in the section 7 "Horizontal actions and activities".

N/A

6. The most significant (positive and negative) feedback received from programme stakeholders (e.g. applicants, beneficiaries, participants, other stakeholders not receiving grants through the programme) about programme rules and procedures, content and impact of international credit mobility and centralised actions in the field of international higher education.

N/A

7. An overall qualitative assessment on the implementation of international credit mobility (positive achievements, difficulties encountered, overall judgement on the state of the art) in linkage with the programme's objectives and priorities.

N/A

I.5. Adult education

I.5.1. Implementation of Erasmus+ actions in 2015 - Analysis of preliminary results

If relevant for the NA, please provide a comprehensive description of the implementation of decentralised actions in the field of adult education in 2015

In this regard, with the support of statistical data (attach also Statistical Annex) and other sources of information at your disposal please provide:

1. an analysis, from a content-related perspective, on the selection results of actions managed by the NA (e.g. quality of applications received and granted, trends in number of participants, institutions, projects, compared to the previous call, objectives, priorities and topics addressed by granted projects, nature of activities planned in granted projects and methods used, profile and geographic spread of institutions and organisations involved, target groups reached, in particular with special needs, from outermost regions where relevant and from disadvantaged backgrounds, etc.). Such information is provided for:

a. Key Action 1 (KA104)

N/A

b. Key Action 2 (KA204)

N/A

2. an overview of the activities undertaken to promote the decentralised actions above, as well as centralised actions in the field of adult education. Any information provided in this section must not be repeated in the section 7 "Horizontal actions and activities".

N/A

3. an overview of the activities undertaken to support and increase the qualitative implementation of the actions, including in terms of monitoring and support. Any information provided in this section must not be repeated in the section 7 "Horizontal actions and activities".

N/A

4. The most significant (positive and negative) feedback received from programme stakeholders (e.g. applicants, beneficiaries, participants, other stakeholders not receiving grants through the programme) about programme rules and procedures, content and impact of the actions.

N/A

5. An overall qualitative assessment on the implementation of actions in the field of adult education (positive achievements, difficulties encountered, overall judgement on the state of the art) in linkage with the programme's objectives and priorities as well as with the adult education policy context.

N/A

I.5.2. Analysis of finalised actions

If relevant for the NA, please provide the following information for activities in adult education that were realised in the year 2015 and selected under the call 2014.

1. Please provide your analysis on the trends of realised mobilities (number, average duration, average grants) as compared to realised mobilities in previous years. Such analysis must cover all types of staff mobility, i.e.: Teaching/training assignments; Structured courses/training events; Job shadowing.

N/A

2. Please provide your analysis on the the feedback received from participants in realised mobility activities through their final reports. Such analysis must cover all types of mobility, i.e.: Teaching/training assignments; Structured courses/training events; Job shadowing.

N/A

I.5.3. Transnational Cooperation Activities

1. Please annex the detailed list of realised activities. Please also describe the TCA activities realised in 2015 that were more successful, and explain the reasons why. Please also indicate any activities that could not be realised as initially planned (in the NA annual Work Programme) and explain why they were not carried out.

N/A

I.6. Youth

I.6.1. Implementation of Erasmus+ actions in 2015 - Analysis of preliminary results

If relevant for the NA, please provide a comprehensive description of the implementation of decentralised actions in the field of youth in 2015.

In this regard, with the support of statistical data (attach also Statistical Annex) and other sources of information at your disposal please provide:

1. an analysis, from a content-related perspective, on the selection results of actions managed by the NA (e.g. quality of applications received and granted - including requests for accreditation -, trends in number of participants, institutions, projects, compared to the previous call, objectives, priorities and topics addressed by granted projects, nature of activities planned in granted projects and methods used, profile and geographic spread of institutions and organisations involved, target groups reached, in particular young people with fewer opportunities and special needs, from Partner Countries, etc.). Such information is provided for:

a. Key Action 1 (KA105)

In 2015, the programme gained notoriety and recognition. Consequently, the number of applications increased and the quality of the projects has been improved.

In KA1 the number of applications increased from 335 to 585, which means a growth of 75% from 2014 to 2015. It should be noted that several Information and Training Sessions were promoted during the European Youth Week (EYW), contributing to the arrival of new candidates. After the EYW, two new records were achieved, regarding the number of submissions. In the last round of 2015, 279 organizations submitted applications; in the 1st round of 2016 the number of applications grew to 282.

The increase of applications and new candidates led to an improvement in the quality of the projects approved. This trend has been noticed since 2014 and was confirmed and amplified in 2015. The average score, in 2015, of the projects approved in KA1 was 76.3 points, comparing to 73,9 points in 2014.

Nevertheless, only 22% of applications were approved, due to the lack of funds available to support all the quality projects submitted to PT02NA. From all the 585 submissions, 507 had the required quality to be approved.

In KA1 the numbers of projects approved were: 52 EVS, 52 Youth Exchanges and 27 Youth workers Mobilities.

Analysing the objectives of the actions and priorities of the field addressed in the applications and in the granted projects, we can note that Youth Participation, Youth Work and Youth Policy – were the leading objectives addressed in KA1, being inscribed in 39,8% of the applications and 51,9% of the granted projects. Creativity and Culture ranks second, representing 29,2% of the applications and 32,1% of the approved projects. EU Citizenship, EU Awareness and Democracy comes in third place in the applications, being addressed in 24,6% of the proposals submitted, while recorded on 25,2% of the granted projects. These are followed by Entrepreneurial Learning - Entrepreneurship Education, Inclusion - equity, International cooperation, international relations, development cooperation and Youth Unemployment objectives and priorities.

EVS numbers are slightly higher than 2014, probably due to the importance of this action to young people and the advantages for volunteers and organizations. The proximity to the EVS 20th anniversary is another fact that may contribute to an increase in the demand.

Regarding the geographic spread of the demand, significant progress has been made by PTNA if compared to Youth in Action Programme. Before, we had 8% of investment in the rural areas/interior of the country; Now, we have 14% which represents a bigger balance because it corresponds to the distribution of young people in the national territory.

The distribution of projects and the geographic distribution of participants (interior of the country, coastal area/seaside and urban centres) is presented in the tables below,

Approved Projects

Region	%
Urban Centres	33,59
Coastal area/seaside	43,51
Interior	22,90
Total	100

Participants

Region	%
Urban Centres	30,85
Coastal area/seaside	39,26
Interior	29,89
Total	100

It is worth mentioning that 10 projects were approved in ultraperipheral Portuguese regions (the autonomous regions of Azores and Madeira).

b. Key Action 2 (KA205)

As mentioned before, the substantial growth in the Programmes' notoriety led to a greater number of applications. Consequently, the quality of the projects approved has also increased.

The number of applications received in KA2 has grown from 73, in 2014, to 98, in 2015, which represents an increase of 34%.

This trend has been noticed since 2014 and it was confirmed and amplified in 2015. The average score of the projects approved in KA2 was 79.7 points, comparing to 76.1 points in 2014.

Nevertheless, only 5.1% of applications were approved, due to the lack of funds available to support all the quality projects submitted to PT02NA. From all the 98 submissions, 84 had the required quality to be approved.

The approval rate in this Key Action is dramatically low and the increase of funds noticed from one year to the other does not meet the expectations created by the Commission in the presentation of Erasmus+ 2014-2020. The increase of funds in next years will be crucial to meet the beneficiaries' expectations.

In terms of geographical spread of the 5 projects approved, we have found that 4 of them are in urban centres.

We can notice an interesting diversity in the type of organizations that apply, such as municipalities, youth organizations, NGO and foundations that work in the youth field.

Furthermore, the involvement of young people with less opportunities is a constant priority always followed by PTNA. Specifically, in this Action we have noticed an increase of 1040% of young people with less opportunities involved in

this kind of projects.

In KA2, promoting empowerment, participation and the active citizenship of young people comes in first place, being addressed in 66,3% of the applications and 60,0% of the granted projects. Promoting entrepreneurship education and social entrepreneurship among young people being is second-placed, while present in 56,1% of the applications and 60,0% of the approved projects. Developing basic and transversal skills using innovative methods takes the third place on the applications, being addressed in 51% of the proposals submitted, while on granted projects was recorded in 60,0%.

c. Key Action 3 (KA347)

Also in KA3 the effects of the enhanced visibility and recognition of the Programme were felt, with more applications and improved quality in the projects approved.

The number of applications received in KA3 has grown from 16 in 2014 to 36 in 2015, which means an increase of 125%.

The increase of applications and new candidates led to an improvement in the quality of the projects approved. This trend has been noticed since 2014 and confirmed and amplified in 2015. The average score of the projects approved in KA3 was 78.4 points, comparing to 77.6 points in 2014.

Nevertheless, only 17% of applications were approved, due to the lack of funds available to support all the quality projects submitted to PT02NA. From all the 36 submissions, 33 had the required quality to be approved.

As regards to KA3, Youth (Participation, Youth Work, Youth Policy) comes in first place, being addressed in 72,2% of the applications and 100,0% of the granted projects. Reaching the policy level/dialogue with decision makers is covered in 72,2% of the applications and 83,3% of the granted projects, followed by EU Citizenship, EU awareness and Democracy – addressed in 41,7% of the applications and 50,0% of the approved projects.

The tables below presented the geographic spread of projects and the geographic distribution of participants (interior of the country, coastal area/seaside and urban centres)

Approved Projects

Region	%
Urban Centres	66.67
Coastal area/seaside	16,67
Interior	16,67
Total	100

Participants

Region	Participants	%
Urban Centres	653	88.48
Coastal area/seaside	50	6.78
Interior	35	4.74
Total	738	100

Considering the Programmes' criteria, rules and goals, the selected projects were not the ones with more participants, because quantity is not always quality. The representativeness as well as the performance of the organizations that promote structured dialogue processes has to be considered in the evaluation of projects. Furthermore, the low number of participants has to do with the number of projects approved and also with the very nature of the Action, regarding the minimum of participants that have to be involved (30).

It is worth remembering that PT02NA developed a new approach to achieve the European objectives in order to create a Programme for All instead of a Programme for few people of the middle and upper classes. In 2007-2012, only 24% (on average) were participants with fewer opportunities. In 2014, the inclusion rate almost doubled, 4 out of 10 participants (44%) were people with fewer opportunities and, in 2015, the rate grew to 51%.

To that end, the TCAs developed as well as the information and training routes that took place were extremely important, involving 7000 participants. Erasmus+ covered social needs, involved youth entities and covered all districts and the two archipelagos in Portugal (ultraperipheral regions). PT2NA integrated complementary educational tools during training sessions, involving trainers from the National Pool of Non-Formal Education and trainers from the youth partners, creating specific and targeted approaches per activity and spreading the Erasmus+ through the new publics and new targets. Every national roadshow needed to cover the rural areas, stimulating the participation of youngsters, involving people with fewer opportunities, assessing the quality of the trainings and evaluating the performance of the trainers. In brief, PTNA disseminated the Programme and spread the 'word' out to new publics, new targets and new youngsters reducing the number of usual entities granted.

We see indications that the national policy developments impacted positively in the implementation of the programme in 2015 by increasing the interest about it and its strategic importance to national authorities in pursuing their youth strategy. This is due to the enhanced awareness and understanding of the instrumental contribution that the programme, can tackle the key issues covered by the governments' policy in the youth field, such as education to employment, NEETs integration and youth work certification.

2. an overview of the activities undertaken to promote the decentralised actions above, as well as centralised actions in the field of youth. Any information provided in this section must not be repeated in the section 7 "Horizontal actions and activities".

The promotion and dissemination of Erasmus + in the fields of Youth and Sport were priorities, both in centralized and decentralized actions. The focus on making the programme better known corresponds to our strategy to make it accessible to all, facilitating information on Erasmus + opportunities in Portugal, as well as bringing local and national organizations closer to opportunities managed and supported by EACEA.

Our activities had the purpose of remedying existing asymmetries, increasing the number of newcomers to the programme and ensuring a broader participation, open to all kind of organizations, regardless of their geographic origin or target group. Special attention was given to the promotion of the programme in rural areas, as well as with organizations working with young people with less opportunities.

The National Agency organized a series of information sessions throughout the country (including in the ultraperipheral regions of Azores and Madeira), particularly in the areas with a lower number of applications. To put in place this mission, partnerships were set out with strategic stakeholders, such as:

- Youth organizations
- Sport organizations
- Municipalities
- Schools and Universities
- Third sector organizations

- Europe Direct Information Centers

- The Portuguese Institute of Sport and Youth and its regional offices, as well as the network of youth “one stop shops” (“Lojas Ponto JA”)

Support publications and other materials were developed and made available to newcomers, in a youth friendly language, which led to a better knowledge of the programme, promoted accessibility and success.

Moreover, a NA Help Desk Service was set up to provide potential candidates with support and advice in their applications (in and off-site).

All these efforts, which were carried out during the European Youth Event 2015 and included more than 100 events (more information on this in section 1.7.3), led to a record number of applications received since 2007 (279 in the year’s last round against an annual total of 719). The quality of the projects approved in 2015 also benefitted from this additional activity, making it reasonable to expect a significant future impact.

3. an overview of the activities undertaken to support and increase the qualitative implementation of the actions, including in terms of monitoring and support. Any information provided in this section must not be repeated in the section 7 "Horizontal actions and activities".

Supporting beneficiaries is a crucial dimension of the NA's mission, and one of its priorities.

Quality control in the implementation of projects, as well as risk management of non-conformities, led the NA to the creation of a training course that takes place after the signature of the Conventions. This way, the beneficiaries become more aware of their obligations, rights and responsibilities concerning the management and update of IT platforms, the dissemination of results and the maximization of impact at local, national and European level.

The goal of these face-to-face training sessions is to explore the beneficiaries' energy and enthusiasm, thereby benefiting the conceptual and strategic development of the projects and to empower organizations in the use of the tools of support, monitoring and report. Besides that, these capacity building moments reduce the need of making financial adjustments in final reports, thus contributing to a more efficient execution of the projects.

Being aware of the diversity among beneficiaries, efforts were undertaken to adjust the advising, follow-up and monitoring services to the needs of different organizations. The number of monitoring visits and regular meetings between NA staff and projects coordinators increased.

Additionally, individual organizations and projects were assigned a *Project Owner*, who was responsible for following and supporting activities. Their proximity to, and practical knowledge of each project allowed an efficiency increase and for the needs of beneficiaries and the National Agency to be more easily met.

At the same time, primary controls – namely on spot checks during visits – gained a pedagogical dimension. Likewise, formal audits adopted a more constructive approach as learning opportunities, thus reducing the risks of non-compliance.

Information and training sessions on the Erasmus+ platform were also carried out with the objective of disseminating and exploring the results of the projects. As it is known that the good practices of some beneficiaries can be inspiring examples for others, all organizations were strongly advised to use this platform.

In the EVS field, the NA developed an annual training plan, with 8 sessions ON Arrival, 6 evaluation sessions Mid Term and 1 Annual Event.

This plan, designed and made available in the beginning of the year, allowed accredited organizations to plan, in due time, the training of their volunteers. The result was a substantial increase of volunteers attending these trainings, as well as a more appropriate timing of participation, considering the project life cycle.

Another important enhancement to the support dimension of PTNA was the organization of the annual event, which allowed gathering the views of the Portuguese volunteers, on how to improve their preparation and training and on how to enhance the monitoring of volunteer-sending organizations.

The NA complied with the EVS training cycle, according to the rules of the Programme and in line with the responsibilities outlined in the EVS Charter, which, in itself, guarantees the quality of the organizations accredited in Portugal.

4. The most significant (positive and negative) feedback received from programme stakeholders (e.g. applicants, beneficiaries, participants, other stakeholders not receiving grants through the programme) about programme rules and procedures, content and impact of the actions.

The National Agency implemented a communication and feedback strategy that guaranteed regular contact with applying organizations, from the submission period until the moment decisions were taken by the Selection Committee, allowing them to follow the status of the applications. The new strategy was very welcomed as it added transparency to the process and reduced the uncertainty and anxiety of the organizations regarding the evaluation procedures. Furthermore, individual decisions were accompanied by a qualitative and quantitative evaluation of the project and by an account of its strengths and weaknesses. Suggestions for improvement are made in a way that rejected projects may be improved in future applications. This process was broadly accepted and welcomed by beneficiaries and applicants.

Following the indication of the Independent Audit Body (IAB), after results were made public, applicants had 10 working days (in each round) to consult the file, ask questions and make complaints. In this framework, it has been possible to answer all the doubts and questions raised on the evaluation process, which correspond to an effort of transparency and proximity in the evaluation and decision making process.

Despite an increase in the number of applications from one round to the other, the number of complaints has decreased, as shown in the table below.

% Complaints	
Round 1 - 2015	12 %
Round 2 - 2015	11%
Round 3 - 2015	6%

Some negative notes:

- The financial envelope available to the programme is clearly insufficient to meet the number of projects submitted. This caused frustration and disappointment among potential beneficiaries who did not have their applications approved.

- Newcomers to Erasmus+ Youth in Action (Municipalities, schools) often suffer from a lack of knowledge of the programme and its priorities, as well as of non-formal education methodologies. This can lead to a less positive feedback from these organizations and means that further training on these areas is required, targeting specifically these organizations (more on this in sections 1.6.2 and 1.7.3)

- There was some dissatisfaction with the new IT platforms and with some procedures that are sometimes regarded as “red tape”. Again, additional training and information is key to overcome these perceptions. The reimbursement of expenses incurred by beneficiaries during the training by NA was also a positive contribute to mitigate the situation.

The network of relevant stakeholders in the youth sector on what concerns information and training strategies is seen as an added value for the involvement of new publics.

With regard to Beneficiaries Training Sessions the following tables provide some examples of the evaluations made by the participants and their level of satisfaction.

Satisfaction Survey | 3rd Beneficiaries Training

Workshop 1: The Grant Agreement

Região	#	%
Very Satisfied	9	36,00
Satisfied	12	48,00
Little Satisfied	2	8,00
Not Satisfied	2	8,00
Total	25	100

Workshop 2: Strategy of Inclusion and Diversity

Região	#	%
Very Satisfied	8	32,00
Satisfied	13	52,00
Little Satisfied	1	4,00
Not Satisfied	2	8,00
Null Response	1	4,00
Total	25	100

Workshop 3: Final Report / Mobility Tools

Região	#	%
Very Satisfied	10	40,00
Satisfied	15	60,00
Total	25	100

Workshop 4: Communication Strategy

Região	#	%
Very Satisfied	12	48,00

Satisfied	8	32,00
Little Satisfied	1	4,00
Not Satisfied	3	12,00
Null Response	1	4,00
Total	25	100

PTNA is aware of youth organizations concerns about the application process and the existing “competition” - there are feedback that other organizations with more prepared and professional human resources are in advantage comparing to youth organizations. This way, PTNA pays close attention to assure equal opportunities between candidates, taking measures to prevent potential inequalities, such as providing support and advice to youth organizations in the application process.

The regular communication between the National Agency and national and regional officials/managers of the Portuguese Institute for Sport and Youth (IPDJ,IP), regarding the selection of projects, has allowed their close follow up, as well as a tight partnership between these two fundamental stakeholders of Youth Policy in Portugal. This has also been appointed as a good practice of the Portuguese NA.

5. An overall qualitative assessment on the implementation of actions in the field of youth (positive achievements, difficulties encountered, overall judgement on the state of the art) in linkage with the programme's objectives and priorities as well as with the youth policy context.

When compared to the Youth in Action Programme, Erasmus+ represents a step forward in terms of internationalizing Portuguese youth organizations and offering young people international experiences.

Organizations that only submitted applications to national youth activities were “forced” to adapt to the new rules of the programme, setting up international partnerships. On the one hand, it is now harder for new organizations to apply, but on the other hand the international dimension of organizations as well as the establishment of international networks and partnerships is being stimulated. This process contributes to the growth and development of organizations that become better prepared and more aware of how to participate in the European project, understanding better their importance and role in the construction of the European future.

At the same time, the practice of citizenship which is implemented throughout the projects promotes the acquisition of skills and competences that are crucial for the active participation of young people in consultation and decision making processes, at local, national and European level.

The increasing number of applications raised the score needed for grant approval, which required a better knowledge of the programme and its priorities, and led the organizations to focus on Erasmus+ goals, its implementation and achievement, through the projects approved. In this way, the achievement of Erasmus+ aims also positively impacts on national youth policies and the definitions of these policies through a structured dialogue.

Proximity and team work between NA and the member of Government responsible for youth and sport, as well as a

sound knowledge of youth reality in Portugal, have increased the impact and influence of the Programme in national youth policies. As an evidence of this, NA was involved in the definition of the profile of the youth worker – a new professional category in the national catalogue of qualifications.

It should also be noted that the impact of the Programme was enhanced by an adequate geographical distribution of the applications, which can be confirmed by comparing the number of applications supported with the percentage of young people by region.

Regarding the quality of the applications, following a year of intensive efforts, PTNA achieved important gains as illustrated in the graphic in annex A. The evidence shows that 86,79% of the overall projects have passed all thresholds. KA3 records the highest percentage with 91,67%, followed by KA1 with 86,67% and KA2 with 85,71%.

Out of the all institutions/organizations applying to the programme, the non-governmental organizations/associations/social enterprises are the dominant applicants in all key actions, claiming 48,7% of the applications in KA1, 21,4% in KA2 and 31,0% in KA3.

I.6.2. Transnational Cooperation Activities

1. Please annex the detailed list of realised activities. Please also describe the TCA activities realised in 2015 that were more successful, and explain the reasons why. Please also indicate any activities that could not be realised as initially planned (in the NA annual Work Programme) and explain why they were not carried out.

The main goal of TCA for 2015 year was to foster the implementation of the Programme especially in order to promote Social Inclusion, participation of young people in democratization, innovation and creativity, employment and entrepreneurship. TCA aimed also to support the development of education, training and youth work in line with the specific objectives of Erasmus+ and support the cooperation between organisations active in the field.

PT NA wanted to measure the quality of trainings, enlarge strong partnerships, strengthen social economy and increase the recognition of outcomes and skills as a result of the participation in the programme.

Portuguese National Agency of Erasmus+ YiA implemented activities and sent participants to other activities, in cooperation with other NA's, from 01/01/2015 to 31/12/2015, linked to the general objectives of the Programme and the specific aim and objectives defined by PT NA taking into account the social and economic context of the country, its participants and potential applicants. Through the Training and Cooperation activities PT NA wants to change youngsters' lives, improve the development of new projects and entrepreneurship ideas and share international practices.

Hosting and Sending activities implemented under TCA promoted exchange of experiences and best practices, increased the quality of projects, both improving project promoters' organizational and pedagogical skills and facilitating the process of construction and animation of partner's networks, increased the competences of Portuguese participants, promoted exchange of best practices, contributed to the building of partnerships, to

newcomers participation and to the reinforcement of the cooperation between NA's.

Concerning the most successful TCA activities realised in 2015 PT NA intends to highlight two hosting Training Courses: "Social Inclusion and Intercultural Learning through Sports" and "The Power of Non Formal Education".

The training course "The Power of Non Formal Education" was organised by the National Agency of Portugal, with the support of the National Agency of Belgium (French Speaking part) and National Agency of Slovakia, during the period of 20-25 January 2015, in Vila da Marmeleira, Portugal. 30 participants have attended this course coming from 20 different countries. An international team of trainers delivered the course.

The aim of the activity was to improve the impact of Non Formal Education (NFE), principles and methods in empowering young people as real actors of the society (from local to Europe).

The overall objectives were:

- To stimulate the participants to feel and reflect about the power of non-formal education (NFE) by experimenting different kind of non-formal educational methods;
- To analyse the role and reception of NFE in our different countries within a common Europe;
- To discover and debate the European strategy of NFE;
- To fight against the growing consuming approaches towards young people in the non-formal education field;
- To explore meanings, roles and complementarities of different educational approaches and methods (formal, non-formal, informal);
- To reconsider daily youth work practices;
- To understand the principles of program building and NFE within Youth in Action;
- To experience Portuguese culture through increased involvement in the training of local communities;

PT NA decide to consider this activity one of the most successful, due to the following reasons:

- 20 countries were represented which gave a very rich diversity in terms of experiences, visions and practices;
- Overall, participants responded to the desired profile defined. They had a high level of motivation, representing a wide range of organizational contexts and geographical balance, a variety of people with various experiences and knowledge in NFE;
- This TC distinguishes itself clearly from other editions due the fact that was implemented in a small rural village, inside the "community" context of "The Rural Center of NFE", in close cooperation and involvement with the local population and other stakeholders through a wide set of participants;
- Participants generally considered that the fact of living in between the local population was highlighted as very successful and important, in terms of in terms of integration and intercultural awareness and learning. The average score (5,74) shows that they considered very important the involvement of the local community in such project;

- Concerning the Programme participants concluded that the training was successful and satisfactory. The high overall average score (5,56 in 6) shows that success;
- The TC followed the pillars of NFE, thereby promoting self-directed learning and personal assessment of learning needs;
- PT NA received more than 600 applications to this “The Power of Non Formal Education”. The high number of applicants and interest from other NA’s in sending/supporting participants, can be explained by the increasing of promotion and divulgation of the TC, by the reputation of the quality of the activity, as also by the results shared with the colleagues, participants and stakeholders;
- Looking to the results and feedback from participants and trainers team, we can conclude that the objectives have been reached in a very successful level;

PT NA have been implemented this activity for the last years and intends to implement it again in the next TCA Plans due the above mentioned reasons of success.

The activity “Social Inclusion and Intercultural Learning through Sports” (SILLS) was implemented from 4th to 8th May 2015, in Chaves, Portugal. This Training Course was designed and implemented in cooperation with the French National Agency with the aim of introduce the practice of sports has a tool to address social issues, promote intercultural learning and inclusion. Also intended to give to the participants the opportunity to share good practices and promote Erasmus + as a tool to develop tangible results.

General “SILLS” objectives were:

- Encouraging the use of sport as a tool to reach interculturality and promote social inclusion;
- Develop participants competences to use sports to develop intercultural learning;
- Develop participants competences to use sports to promote social inclusion;
- Share of good practices in the field of Sports as a tool for social inclusion and intercultural learning;
- Promote Erasmus + as a tool for development through sports.

PT NA consider SILLS as one of the successful activities for the following reasons:

- 169 applications to the activity what which represents the large interest on the topic of sports, intercultural learning and social inclusion;
- The Training brought together 29 participants from 16 countries, being them both youth workers and workers active in the sport field with children and young people. The diversity of countries and profile of the group maximized the multiplying effect of the activity results and outcomes;

- The majority of the group was at its first experience in an international training under the Erasmus + Youth in Action Programme which brought an added value to the impact at personal and professional level;
- The Training created the conditions for the participants came up with, at least 15 initial project ideas;
- Participants underlined that they learnt new things and the training was useful for them in the implementation of the methodologies in their daily work, as in the implementation new Erasmus+ projects;
- The main aim of the activity and general objectives were achieved;
- The objectives of the activity went in the direction of the general objectives of Portuguese National Agency for Erasmus+ TCA Plans.

PT NA intends to implement the 2nd edition of this activity under TCA 2016 WorkPlan.

The target group for the TCA activities implemented in 2015 was the same of all the strategy designed to Portugal: sending activities focus on new applicants, youngsters with fewer opportunities or coming from rural areas or those who are economically or socially less supported or youth workers, trainers, youth workers, youth leaders, multipliers, researchers who works with this target groups. The NA tried to upgrade the quality of PT NA Pool of Trainers in order to implement the Portuguese Training strategies' successfully and with the best benchmark course models.

Concerning the activities that could not be realised in 2015 as initially planned, PT NA cancelled 2 activities ("TC Validation of non-formal and informal learning" and "Partnership Building Activity to develop projects in KA1) in the first semester 2015 (from TCA 2014) and postponed 1 activity from TCA 2014 to TCA 2015 ("The Erasmus Code").

Postponed and cancelled activities, were not implemented as initially planned for the following reasons:

- a) The new agency empowerment and the formal transition process from YiA to Erasmus+ obstructed the planned activities and led to a late implementation of the TCA Plan 2014;
- b) The late approval of the declaration of assurance;
- c) The nomination of a new Head of Portuguese National Agency and agenda setting;
- d) The agenda of the partner organizations and trainers involved needed to be coordinated with the agenda of PT NA in order to achieve a better implementation of activities and partnerships;
- e) When the activities were planned, the PT NA was expecting to find partners to send participants to the activities mentioned above which did not happen until the beginning of the TCA Plan implementation. In order to avoid the risk of having costs linked to preparation meetings, trainers and other related costs, the PT NA understood that it was better to cancel these activities;

- f) In order to follow the TCA rules and NA Guide in what concerns to the ineligibility of activities implemented solely at national level under TCA budget;
- g) To better implement the activities with a high number of sending and partner NA's, the PT NA intended to cancel these activities and focus on the other programmed activities and expected results.

The Portuguese National Agency sent a request for Amending the TCA Plan under 2014 Work with the above mentioned changes.

I.7. Horizontal actions and activities

I.7.1. Synergies and cross-sectorial cooperation

Please provide:

1. a focus, on how the cross-sectorial dimension of the programme was implemented in the actions managed by your National Agency, (e.g. synergies between institutions and organisations from different fields; involvement of enterprises, public authorities and "non-usual" players; results of selected projects impacting on different fields of education, training and youth, etc.)
2. a general overview of activities realised by your National Agency in order to foster the cross-sectorial dimension of the programme, including activities of cooperation with other National Agencies in the country (if the Erasmus+ programme is implemented by more than one NA in the country).
3. if relevant, information on synergies and complementarities realised with other European or national programmes/initiatives.

In 2015, the work developed in building cross-sectorial networks was fundamental to achieve the NA's objectives.

Through these cooperation networks the NA was able to reach out to new target groups all over the country and enabled thousands of young people and youth workers, in the most diverse areas, to take part in the Erasmus+ Programme.

The NA cooperated closely with municipalities establishing partnerships within which TCAs were carried out. The NA also collaborated with organizations which had a strong focus on Sport social inclusion aspects, such as CAIS, with whom the NA joined forces to raise awareness of Erasmus+ opportunities among young people with fewer opportunities that took part in the street football national championship that CAIS organised. Additionally, NA worked in partnership with the Red Cross Youth with the aim of getting new target groups on board and thereby maximising the programme's cross-sectorial impact.

Moreover, as it will be described in more detail further on regarding the collaboration established with the Erasmus+ Education and Training Nacional Agency, the NA also worked closely with several Portuguese Universities to promote

Erasmus+ among their students.

In this respect, the strategic partnerships established between different National Agencies in the youth sector proved to be very important. The Portuguese National Agency is strongly committed to two of them, “Inclusive Youth Work” and “Youth Work on Municipal Level”.

It is also important to point out that the Portuguese Erasmus+ Youth In Action National Agency is well aligned with the national policy priorities and well integrated in the national context.

The NA has had strong and permanent support from NAU and other stakeholders, which has helped to maximise its potential impact on the national level. NA has, as closely as possible, cooperated with NAU, Portuguese Institute for Sports and Youth and the Secretary of State for Sports and Youth.

The NAU helped prioritize the interior and rural areas of Portugal and the low population density territories. Thus, one can say that the funding opportunities decentralization policy for youth helped balance evenly the geographical distribution of Erasmus+ projects. The development of a partnership and the common vision that, «youth policy is done with young people - and not just for young people», led the NA to carry out many initiatives and roadmaps. This proved to be essential in the public recognition of the programme and in the increased number of project applications, for example, the NA participation in the Associativism RoapMap promoted by the Secretary of State for Sport and Youth.

Both E+ PT NA’s (Education and Training and Youth in Action) are in constant contact. The Heads of the E+ Portuguese NAs have regular meetings to discuss and work on specific areas of their activity and the Programme E+ Systematic coordination was established in several areas in 2015 between both NAs. The two NAs closely cooperated on the implementation of their respective Work Programme.

For the first time ever, a joint annual NAs meeting took place in October, and had as main goals:

- (i) planning common activities for 2016, and starting the preparation of the 2015 Yearly report;
- (ii) teambuilding.
- (iii) Getting to know each other in order to work in a common framework

Participants were divided in four Working Groups: Communication/Website; Project Monitoring, Valorisation and Best Practices; IT Platforms; and Financial Procedures and Auditing.

The meeting was very productive, and positively evaluated by participants from both NAs.

In addition to management and staff meetings, PT NAs has been closely cooperating on dissemination activities and events such as the PT TCA; in training activities, financial activities, audits and translation and review of Programme documents.

The NA Education and Training participated in several sessions of the Youth Week organized by the E+ Youth in Action NA, in May 2015; the E+ Youth in Action NA participated in the Valorisation Conference organized by the Education and Training NA in December 2015; and both NAs cooperated on the organization of the TCA meeting in November for local authorities.

In 2015, both National Agencies developed and launched together a single website for the Erasmus+ Programme in Portugal, <http://erasmusmais.eu/>, alongside their own existing websites. Since then, both National Agencies have promoted the new website among the public in general, handing out brochures and posters in key places and events, organised in the meantime, and created a video for that purpose. Both NAs developed an integrated site, so beneficiaries could have a single entry point for the Erasmus+ Programme in Portugal. The NAs agreed on the joint website content, and contracted a web developer for that matter. A joint Communication Working Group has been established to follow-up on this and other common Communication and Dissemination activities. The fully integrated website became available in 2015 as planned, as well as a common video, brochure, poster, two leaflets and a T-shirt. The latter two items were distributed at common dissemination sessions for newcomers in 10 High Education Institutions, reaching 10000 students.

The Portuguese NAs have identified which beneficiaries are common to both and have therefore carried out a double funding check. They have also agreed on common monitoring visits to projects with the same beneficiaries.

Both NAs carried out three joint financial monitoring visits to common beneficiaries to both agencies: 2015-1-PT01-KA201-013007 – AEVA; 2014-1-CZ01-KA201-001838_2 - Agrupamento de Escolas de Cuba - Escola Básica Fialho de Almeida; and 2014-1-PT01-KA202-000919 - Associação de Paralisia Cerebral de Coimbra – APCC. Also in 2015, staff, from both NA's met to share good practices regarding IT platforms and financial procedures in order to learn from each other and to adopt new solutions for the daily problems in each area.

I.7.2. Equity and inclusion

Please provide a general overview of activities realised by your National Agency in order to foster projects/initiatives that promote the inclusion of disadvantaged target groups, in particular of newly arrived migrants, asylum seekers and refugees.

The Portuguese NA focused strongly on equity, inclusion and diversity which is and will continue to be a fundamental priority for the NA.

Therefore, a plan of action was developed to support inclusion, diversity and equity within the Programme, involving three key points:

- Valorisation;
- Information;
- Capacity Building.

1 -Valorisation

The Portuguese NA is aware that the inclusion of young people with fewer opportunities is an important feature of the E+ Programme and its activities and is committed to make extra efforts to reach out and support young people who face disadvantages in their lives and give everyone a fair share of the E+ opportunities.

Therefore, the PT NA developed, applied and communicated a valorisation system of projects that included young people with fewer opportunities.

The PT NA also embedded the topic inclusion and diversity in the last training activity carried out for beneficiaries of the Erasmus+ Programme.

All the staff, responsible for the project assessments, comply with the proportionality principle, that is central to the selection process, and were attentive to projects that addressed disadvantaged groups, especially migrants, asylum seekers and refugees.

The PT NA constantly monitored issues related to migrants, asylum seekers and refugees in order to target projects that address this target-group, as well as to follow-up their implementation and promote good practices.

The NA also keeps statistics on the number of young people with fewer opportunities that participated in the different Erasmus+: Youth in Action projects and the number of projects that address migrant, asylum seekers and refugees topics, per key action and activity type.

2 -Information

In Portugal, a large number of young people live in rural remote areas or in areas with poor access to information. Therefore, in partnership with key stakeholders, various information campaigns and trainings were held in the interior of Portugal in order to inform young people, leaders, youth workers and the municipalities of the opportunities of the E+ Programme and that it can be used as a tool to work with young people with fewer opportunities and actively reach out to disadvantaged groups. The outcome of these activities were a record number of applications in the last round of 2015.

3- Capacity Building

Alongside the two priorities mentioned above, the Portuguese National Agency developed a building capacity strategy for young people and youth workers so they can be able to work with the mentioned priorities:

1 -Portuguese Red Cross and CAIS roadmap: these two organisations work directly with migrants and refugees that arrive in Portugal and with young people at risk of social exclusion. Two training activities were carried out for their members and staff throughout Portugal in order to give them competences to work with these issues, develop their professionalism and show them the role that Erasmus+ can have in improving the competences of young people, intercultural dialogue, social inclusion and solidarity.

2 -Sending participants to international training courses that address these issues:

An amount of the TCA sending budget was allocated to activities that address these priority thematic areas in order to improve young people and youth workers' competences, through international training, cooperation, and the exchange of good practices. This will hopefully lead to a bigger impact of the projects and activities on participants, organisations and society in general and to an increase in the number and quality of projects addressing these issues.

3 -Mapping of Good Practices

In 2015, the NA started to map the Portuguese organisations/entities that work directly with migrants, asylum seekers and refugees so that subsequently it can target their good practices and share them with the network and public in general.

I.7.3. Communication, information, dissemination and exploitation of programme's results

Please provide:

1. A concise overview of activities, tools and materials realised by your National Agency other than the ones already described in the sectorial sections or in section 7.1.2 above in order to inform about the programme as well as to disseminate and exploit projects' and programme's results. Please indicate any activities that could not be realised as initially planned (in the NA annual Work Programme) and explain why they were not carried out.

PTNA Erasmus+ Youth in Action worked to implement long-term communication and dissemination strategies based on mass and target publics. In concrete, mass communication is reaching new publics, increasing the Programme awareness, spreading benchmarks and recognizing outcomes. On the other hand, target communication is critical to prepare special publics – e.g. from rural areas, new comers, new typology of stakeholders or groups of youngsters with fewer opportunities –to attract them to the new Programme. PT NA has implemented complementary strategies to these 2 main priorities. Working with mass media but also on targeted events of information all around the country, in particular in rural areas.

PT NA has been working in information and dissemination procedures. European Youth Week was an important event to reach the objectives of this strategy.

Considering that beneficiaries are at the centre of our focus, PTNA has promoted an official guide to foster its brand, already registered in official entities in Portugal. Additionally, a communication / dissemination pack has been attached to signed agreements in order to define minimum level thresholds with accessory penalties in case of infractions or non-fulfilled objectives. Both instruments, brand users guide and minimum threshold dissemination objectives are critical elements to spread Erasmus+ Programme.

PTNA controls the use of different communication tools to achieve concrete objectives. Each tool has been used as relevant support to project implementation, to record project outputs, to enhance quality and assure knowledge

transference to multiple stakeholders.

1 – New website Erasmus+ Portugal: A new common website for Erasmus+ in Portugal were created and launched.

www.erasmusmais.eu is now the webportal with general information of Erasmus+ and with info and links for the 2 NA's in PT and the European level organizations and major contacts.

2 – Website – PTNA Erasmus+ Youth in Action has an integrated front-end portal where youngsters can find complete information about Erasmus+ Programme Education and Youth. Additionally, the design of the new website www.juventude.pt followed a simple and user-friendly approach with some novelties. Namely:

a. Youth in Action Key Figures – PTNA remain its legacy and foster the dissemination of projects previously approved and granted in order to diminish disruption and maintain a relevant heritage;

b. Key Actions Sectorial Approaches – detailed information about each Key Action with definitions, procedures, objectives and concrete outcomes. Not only the 3 Key Actions were covered. Also a Sport Chapter area and Training and Cooperation Activities space were included.

c. How to Apply? – a 8 step based framework teaching candidates how to develop new applications

d. Staff Curricula and Expertise – more than organizations, people are critical to successful implementation. Thus, PTNA shares its team and expertise field with direct contacts and full detailed profiles.

e. Pool of Trainers – similarly to PTNA staff, each member of the Pool of Trainers has a personal area. PTNA goal is that each trainer can describe his/her interests and areas of expertise. Additionally, it is also possible to publish some intellectual outputs or demand for knowledge transference or a benchmark research.

f. Links to the official programme guide and the most important web platforms and stakeholders of the agency and the programme as a whole.

g. Simple and easy form for questions with an efficient replies system depending on the area of expertise of the question.

3 – Facebook – PTNA has continuously invested on his Facebook webpage in order to use this platform to easily reach new people. The first change was for the new Erasmus+ name and logo. Additionally, instead of a personal page as it stands for a long while, PTNA is implementing a webpage model in order to allow for more developments. Facebook will remain as a critical tool to communicate events, publish photos and remarks, publish beneficiaries activities and organize target clubs into specific topics. (<https://www.facebook.com/erasmusmaisjuventudeemacao>)

4 – Twitter – PTNA is looking for Twitter as a relevant tool for short messages and to initialize its presence in this network to gather new publics with relevant links to our website or facebook. <https://twitter.com/Erasmusmais>

5 – Youtube – PTNA used Youtube to share videos with testimonials and important information about the programme.

<https://www.youtube.com/user/erasmusmaisja>

6 – Blog – Erasmus+ Youth in Action. In order to create innovative awareness, several trainers will be blog writers to foster their networks and involve international stakeholders on this process. Moreover, NA communications will be replaced in the PTNA blog in order to attract new comers to the blog. This is not a primary tool for our strategy but is used also to share and disseminate important information <http://www.erasmusmais.blogspot.pt/>.

PTNA has also promoted strategic partnerships with National Youth Council (CNJ) and National Confederation for Youth Association (FNAJ) in order to develop roadshows to stimulate youth policy projects. Moreover, PTNA has fostered annual roadshows with stakeholders type focus to improve the number and quality of applications, disseminate good benchmarks and highlight awarded projects. As a global perspective, PTNA has considered each beneficiary as a dissemination actor.

Specific partners such as politicians at European and national level were invited to take part of the Programme dissemination giving concrete information to citizens. Moreover, PTNA pool of trainers was a workforce to communicate the Programme, support new entrants and disseminate critical outcomes. Its relevance, international experience and knowledge are 3 critical elements that were taken into account to enhance Programme quality.

Bellow the most important events in 2015 (European Youth Week and Youth on the move are not included in this table)

	Event	What	Who	where	Partners	Participants
03/03/2015	4 U Minho – University Fair	Stand with information and workshops	Youngsters/ University students	Braga	Minho University	500
11/03/2015	Futurália National Fair for Youth, Education and Trainig	Stand with information and workshops	Youngsters and Youth leaders	Lisboa	Portuguese Institute for Youth and Sports	500
03/04/2015	Youth Associations Day	Info sessions	Young leaders	Guimarães	Portuguese Institute for Youth and Sports	200
04/04/2015	Erasmus+ session	Workshop for youth workers from local authorities, and leaders	Youth workers	Vila Nova de Cerveira	--	25

05/04/2015	Erasmus+ session	Workshop for youth workers from local authorities, and leaders	Youth workers and youngsters	ESEG - Vila do Conde	ESEG	30
05/04/2015	Erasmus+ session	Workshop for youth workers from local authorities, and leaders	FAJUDIB	Amares	FAJUDIB	50
09/04/2015	Stand with information and workshops	Youngsters and Youth leaders	Portuguese Institute for Youth and Sports	Porto		500
03/06/2015	Erasmus+ session	Info sessions	Youngsters	Chaves	E. S. Fernão Magalhães	54
19/06/2015	Erasmus+ & Europ Direct info session	Europ Direct Beira Interior Sul	Youngsters and leaders	Castelo Branco	Europ Direct	12
20/06/2015	Innovation & Entrepreneurship event	Info session	Youngsters and leaders	Castelo de Vide	Ekosiuvenis	16
03/07/2015	Erasmus+ info session	Training centre of Tomar	Users of the centre	Tomar	IEFP Tomar	80
04/07/2015	Erasmus+ workshop	Erasmus+ training session	Youngsters and local leaders	Fafe	Fafe Municipality	25
08/07/2015	Erasmus+ & Europ Direct event	Erasmus+ info session	Youngsters and local leaders	Leiria	Europ Direct Alta Extremadura	30
12/08/2015	International Youth Day	Public National Event	Youngsters	Lisboa	IPDJ, IP e SEDJ	300

12/08/2015	International Youth Day	Public Iberian Event	Youngsters	Vila Nova de Cerveira	IPDJ Norte (V. Castelo)	91
set/15	National Route IPDJ 2015	National Erasmus+ Route	Professional Staff from IPDJ and Youth Leaders	Famalicão, V. Castelo, Aveiro, Setúbal, Beja, VRS António	IPDJ	434
19/09/2015	Erasmus+ info session	Workshop in rural area	Youngsters and leaders	Castelo Branco	JF Capinha	22
02/10/2015	EVS info event	EVS	Youngsters	Guimarães	Guimarães municipality	40
23/10/2015	Meet Europe in Algarve	Training event	Youngsters and leaders	Albufeira	Ecos + Albufeira Municipality	38
05/12/2015	International Volunteer day	EVS training event	EVS volunteers	Algarve	E+ JÁ	100
2015	Animar Route	Erasmus+ National Route	Youngsters and Leaders	11 events all over the country	ANIMAR	330
ano de 2015	Red Cross (youth) Route	Erasmus+ National Route	Youngsters and Leaders	30 events all over the country	Juventude CVP	750
ano de 2015	CAIS National Route	Erasmus+ National Route	Youngsters and Leaders	15 events all over the country	CAIS	300
ano de 2015	Madeira Route	Erasmus+ National Route	Youngsters and Leaders	7 events in the island	Madeira	400
ano de 2015	National Federation of Youth Associations Route	Erasmus+ National Route	Youngsters and Leaders	FNAJ	120	

ano de 2015	Azores Route	Erasmus+ National Route	Youngsters and Leaders	10 events in different islands	RA Açores	200
October 2015	National Youth Gathering	National Youth Event	Youngsters and Leaders	Cascais	CNJ	200
November 2015	National Youth Associations Gathering	National Youth Event	Youngsters and Leaders	Algarve	FNAJ	200
September 2015	Info sessions in Universities	Joint event E+ Youth and E+ Education and Training	University 1.st Year students	10 universities all over the country	E+ JÁ & EF	10000
2015	Youth development training academy	Training event	Trainees	National Youth Council + IPDJ	30	

The European Youth Week event providing key moments for the communication strategy.

In 2015 Europe was celebrating the European Youth Week.

It is a European Commission event, biennial, held in partnership with the Erasmus + Agencies and Eurodesk in each country, and at the same time across Europe, drawing attention to the issues and ambitions of Youth.

In Portugal the NA conducted an historic week.

Historic because it brought together around the same ambition hundreds of partners, organizations of the most diverse nature, young and motivated association leaders and committed in networking and community for pushing the European Youth Week and the Erasmus+.

Historic because with national and European events it was possible to put young people at the centre of the action, giving conditions to participate, build ideas and projects and communicate the conclusions to national and European policy makers and thus playing very active part (in the future) in build a more inclusive Europe, more participated and committed.

Historic because for the first time in Portugal it was showed and awarded the best projects recognizing best practices and inspiring ideas under the Erasmus+ YiA.

This is the legacy left by the European Youth Week 2015.

THE EVENT:

A EUROPEAN WEEK FOR YOUTH

It was celebrated throughout Europe from April 27 to May 10, 2015. In Portugal took place 4-9 May ending at the Europe Day celebration.

LAUNCH OF SEJ 2015:

The European Youth Week was launched and publicly presented in Braga with an ambition: Through all the districts of the country, working with young people, and being partners in building the future of Europe and Portugal. With about 50 facilitators prepared territorial intervention model, were prepared as well as the contents of the address and the event communication strategy. The European Youth Week presentation Press Conference for Portugal was organized with the presence of the Secretary of State for Sport and Youth, multiple partners and organizations, it was launched the image and presented the concept that would serve as a motto to all national Dynamics were presented in this press conference.

THE IDEAS LAB:

It's a new concept created by the European Commission to work together with young people and provide them with the space and conditions to create new ideas and proposals for the current challenges. Portugal held 10 Ideas Labs, the largest number of such events performed by a participating country in Europe, collecting 12 innovative ideas sent to Brussels.

EUROPEAN IMPACT:

Portugal sent 12 resulting ideas from the 10 Ideaslabs performed. Hundreds of young people were involved to discuss the various issues and the various paths of life, thereby enhancing the richness and diversity in addressing the questions and working to find innovative solutions. For each of these national events 1 participant was select and sent to represent and defend the idea in the Ideas Lab Seminar, which took place on 5 May, in Brussels. Portugal also participated in the YO! Fest and the High-Level Political Debate and Youth Awards that took place on May 6, one Portuguese project has been awarded as European Good Practice.

MORE THAN 120 EVENTS

121 events were held in the framework of the European Youth Week. The days with the highest number of events were 6, 7 and 8 of May.

PARTICIPANTS

5013 people participated in the events that took place between 5 and 9 May in Portugal. This number also counts the participants in Ideas Labs, which took place during the month of April, and the delegation sent to the centralized event in Brussels.

The North region leads the number participants and events held, followed by Lisbon and Tagus Valley and Centre. Madeira, the Algarve and the Azores have very significant numbers.

PARTICIPANTS VS EVENTS

Overall average of participants per event is greater than 40. Despite this high average, there were many events with significantly lower numbers of participants (such as the YouthLabs) while other sessions were participated by hundreds of young people, particularly in schools throughout the country.

FOR PUBLIC DISTRIBUTION

The participating public is overwhelmingly made up of young people, about 80%. Very significant participations of youth leaders and association leaders as well as of decision and policy makers in the events.

EUROPE DAY: WEEK END OF THE 9 MAY

The official closing session was held on 9 May , celebrating Europe Day, in the Centro Cultural de Belém. The ceremony was attended by EU Commissioner Mr. Carlos Moedas, the Secretary of State for Sport and Youth, and many guests and representatives of the Portuguese Institute of Sport and Youth, National Youth Council, National Federation of Youth Associations and many organizations and partners of the event. This ceremony was given the Award for Best Practices Award 2015 and inspirational Projects to several projects that have noted for its quality and impact.

The EURODESK IN THE EUROPEAN YOUTH WEEK:

About a third of EYW 2015 events were held at EURODESK Portugal, with many multipliers carrying out events. The same happened with the communication strategy and update of the various platforms for the promotion of events and their results.

MEDIA BALANCE The first week of May was marked by the start of the EYW and won a total of 232 news in national and also regional media, which demonstrates the broad mass of information throughout the national territory.

MEDIA TYPE

The online media, with a total of 125 references were those who gave more prominence to the various events of the EYW. In the press, the initiative won a total of 91 news. Thirdly, refer to the 18 radio broadcastings - six on Antena 1, one in Antena 3 (the "Oral Test" program), one in Radio Comercial and Radio Nova. It is important to consider at this point, the interviews issued in various regional radios, not monitored by CISION, particularly in Radio Universitária do

Minho, Radio Fundação, Radio Elvas, Radio Portalegre and Radio Azores, representing five radio plays. Finally, a total of three parts, it should be noted the three interventions of Pedro Couto Soares in the information blocks of the RTP information on RTP2 (the "Page 2" program) and Porto Canal (in the "Porto Alive").

MEDIA RETURN

In just over two weeks, the European Youth Week won a total of 232 pieces in the national media. We can point out the three interventions in television in RTP Information on "Page 2" RTP2 and Porto Canal.

The remaining news universe is marked by several dozen works in regional media across the country, thus creating greater proximity of the initiative to all young people, especially those who have less access to opportunities. This action represented a total of 450,000 euros of media return.

2. Please choose the YES below to confirm that the EplusLink system has been properly updated in order to allow the VALOR Dissemination platform to show the good practice examples of projects realised under each relevant action, as indicated in the Annex of the Guide for NAs.

Yes

I.7.4. Evidence-based analysis of the outcomes/results of the programme

1. Please provide a concise overview of the set of activities realised by your National Agency other than the ones already described in the sectorial sections or in section 7.1.2 above in order to gather evidence on the results achieved by the programme.

The evidence-based analysis of programme results was mostly based on the RAY Network, as in previous years, providing us the data needed for the programme results.

In that regard the NA has been an active member of this Network, namely through the participation in its annual survey, during 2015. This survey, based on a multilingual questionnaire, involved youth and youth workers/leaders.

Considering this chapter, the NA managed:

- to contribute to the development of international youth work and learning mobility practice, in particular within E+/YiA;
- to contribute to monitoring E+/YiA with respect to the aims, objectives and priorities of the programme;
- to contribute to quality assurance and quality development in the implementation of E+/YiA at the project level (development and implementation of projects) as well as at the programme level (promotion, support, administration etc. of the programme);
- to contribute to the development of E+/YiA and the programme following E+/YiA after 2020;

- to contribute to the recognition of non-formal education and learning in the youth field, in particular in the context of international youth work and learning mobility;

-to contribute to evidencebased and research informed youth policy development at all levels and with respect to relevant policy processes such as the implementation of the EU Youth Strategy (2010-2018), including in the context of strategic partnerships such as with the Council of Europe;

Beyond the regular survey the research endows another dimension, related to the link between science, national authorities and COM. During 2015, in specific, a triangular meeting had place, during which the actors involved reflected about the new Erasmus+ Programme and further implication on the youth work practice.

Considering this chapter, these results were achieved during 2015:

- Impact measurement in the E+/YiA projects (short-term and long-term), at individual level (young people, youth workers project leaders) and systemic level (youth groups/organisations/bodies, local project environments/communities, youth structures, youth work);

- Impact measurement on the educational and learning processes;

- Measurement of E+/YiA outcomes, in particular in view of the profile of project successful participants, project leaders and organisations involved;

- better exploitation of the special qualities of E+/YiA;

Additionally, the NA gave a special attention to EVS. Based on these grounds the NA conducted a study impact during 2015 to 164 volunteers (40% sample) who paid their service during 2014-2015, through which we came to the following assumptions:

-EVS service is useful;

- Provides a clear personal, social, cultural and professional improvement;

-Endows intercultural dialogue;

- Enhances a rich empowerment, induced by an easy access to diverse pathways.

PART II - PROGRAMME MANAGEMENT IN 2015

II.1. Implementation of the general call for proposals

II.1.1. Grant allocation policy

Please describe the measures taken in order to inform potential applicants about the level of funds allocated to each of the actions managed by the National Agency. If relevant, please report on difficulties encountered by the NA in respecting the allocation policy initially set in the NA Work Programme. Please also stress the reasons of such difficulties and the measures undertaken by the National Agencies at the level of budget transfers across actions.

In 2015, information about available funds for each round and for each Key action was widely disseminated by PTNA through different means.

In the Information and training roadshows that PTNA has carried out throughout the year, reaching more than 10000 participants, this information was highlighted. The booklets produced and massively distributed also contained this information. Social media, as well as the NAs Facebook page and website were also essential tools to communicate with our public and disseminate important information, like deadlines for applications, funds available, among other important Erasmus + YA issues.

II.1.2. Translation of reference documents

Please briefly inform on the way the exercise of translation of Erasmus+ reference documents was handled in your National Agency (eventually, in cooperation with other National Agencies). Please also report on any major difficulties or delays.

The translation of reference documents is done in cooperation with the other Portuguese National Agency (Erasmus+ Education and Training).

Depending on the type of document, we divide the translating tasks in accordance to the fields managed by each NA, appointing one of the NAs as responsible for the final revision. In some translations (small documents or horizontal tools) one of the two agencies translates the documents and the other is responsible for the revisions.

Internally, the translation is carried out by the most suitable officers in the concerned area. Most of the documents are translated in cooperation, with several NA officers involved.

The major difficulties and delays with the translations have to do mainly with the late delivery of the files to translate. Most of the times the files are delivered very close to the programme rounds. The constant change in documents, round to round, or sometimes more than one version in each round constitutes also a difficulty.

II.1.3. Grant selection process

Please provide information on:

1. major administrative and IT challenges, problems or delays faced by your National Agency in organising the various steps of projects' selection (e.g. eligibility and double-funding checks, validation of organisations, assessment of selection and award criteria, selection panel and award decisions and publicity on/notification of the outcomes of the selection). If relevant, please also stress the actions undertaken in order to reduce or cope with difficulties.

Although we encounter some difficulties related mainly with the tight deadlines that we have to cope with, the administrative organization of the Portuguese NA enables a smooth management of all the projects selection stages.

Giving the dimension of the National Agency and the fact that, respecting the rules established, all the life-cycle management of the projects, except for the assessment of KA2, is accomplished by the NA staff, the constant raising of submitted projects represents an issue that we will continue to face in future rounds. The EVS accreditation process was initiated. An external expert was hired to carry out the tasks related with this processes. A person was recruited, experienced in the youth field and with the adequate profile to assume these responsibilities. Furthermore, This person will be trained in regards to the tools, ethical aspects and all the important administrative procedures needed.

The NA defined assessment criteria in accordance with the principles set out in the Expert Guide. In this way we lower the subjectivity inherent to the assessment carried out by the officers. The assessment scores are inserted in a ColourMap that outlines possible discrepancies between assessors in each criterion. The NA discriminates positively the applications of applicants from disadvantaged regions of Portugal as well as Newcomers to the Programme.

Some regular problems with errors in the registration of correct data of the projects on the IT tools were encountered. Nevertheless, the NA is trying to overcome this by improving the internal audit process and developing internal IT tools in order to avoid errors, as much as possible, on one hand, and automatically detect incongruities in the registered data on the other. For this purpose, a documental management system is being developed to respect the workflow of the projects, and an interface system to compare data from the accounting systems and the other tools where the project data is registered.

The NA has a very intensive information system for the beneficiaries during the awarding process, informing them about the status of the application in every different stage. Nevertheless, the NA has to comply with the national law that establishes a ten-day time limit complaint period for applicants before the final decision. This obligation, combined with the tight deadlines represents a major challenge and is being discussed with the concerned authorities in Portugal.

Related to the Programme IT tools in general we do not have major problems, but the instability and constant updating of the tools, sometimes create difficulties in the normal management of the award process.

2. main positive aspects as well as areas of future improvements in the way the National Agency organised the qualitative assessment process (i.e. pool of experts, training of experts and internal NA assessors; supporting materials, etc.).

Almost all the qualitative assessments, except KA2 project, are carried out by NA Staff.

Positive aspects:

We are constantly improving the internal process, creating short guides, organising work meetings on the issue, issuing guide lines and basic rules on the process and improving the internal audit.

Concerning the external experts, we have special attention to the selection of these experts, choosing experienced people in the youth field, working very close with these experts, and giving all the necessary training and documentation and relevant supporting materials.

With the increase of applications, we are considering in creating a pool of experts, respecting all the principles of transparency, quality and above all the rules of non-conflict of interests.

II.1.4. Online Linguistic Support

If relevant to your National Agency, please provide a general description on how the process of allocating OLS licences to beneficiaries of mobility projects was handled by the National Agency. Please also stress any major administrative or IT challenge, problem or delay faced by your National Agency in this area, including suggestions for future improvements. If relevant, please also stress the actions undertaken in order to reduce or cope with difficulties.

As established, the NA allocates licences to the organisations with long term EVS activities that have as main working language English, French, German, Italian, Spanish or Dutch.

The NA does not have difficulties with the allocation of the licences for these activities, since the number of applications involving activities where the support is applicable is very small and the number of the licences available, included in the grant agreement, have been enough for the application requests.

Following the guidelines, the National Agency allocates licenses to all the projects that include the mentioned languages for the volunteering activities as long as requested on the application and after verification that is applicable and the need for such support is justified.

The National Agency provides necessary support to the beneficiaries in several ways: providing the supporting documentation at pre-contractual stage; including the subject in the training programme, for all the beneficiaries and that takes place several times per year; and during all the project lifecycle through the helpdesk.

The NA verifies the use of the licences at the final report stage. Until this moment not many reports included this kind of support neither any irregularities or non-use of the licences were detected.

II.1.5. Grant agreements and pre-financing

If relevant, please provide information on:

1. major administrative and IT challenges, problems or delays faced by your National Agency in issuing/signing grant agreements with beneficiaries and paying first instalments. If relevant, please also stress the actions undertaken in order to reduce or cope with difficulties.

The difficulties encountered are related to the conciliation of national and European deadlines. After each decision process and as indicated by the IAB the NA had to establish a formal prior hearing of the applicants. The applicants, before the final decision, have a 10-day time limit to present a written exposition and the NA has to respond in the same time limit (10 days). Only after this procedure the NA issues the final decision which can then become definite. This combination of national and European deadlines delay the pre-contracting process with the beneficiaries. However, we have shortened our response times to minimize the constraints of this legal obligation which in turn adds more transparency to the selection process.

The NA is also obliged, in compliance with national law, to ask beneficiaries, before the payments are made, to present a certificate regarding any existing debt to the Portuguese tax and social security services. At this stage we have reported sporadic payment delays due to applicants not presenting the referred certificates in time. It is also worth pointing out that, regarding the actions in the youth field, we have to conciliate three deadlines per year for applications for all Key Actions.

Besides this, we have no difficulties to point out regarding payments and the rest of the subsequent procedures.

2. possible areas of improvement identified by your National Agency in view of the 2016 call.

Review the prior hearing procedure of the applicants mentioned above and assess the possibility of, in compliance with national and European laws, transforming this procedure into an extra clarification phase that does not delay the decision procedure.

II.1.6. Project life-cycle management

If relevant, please provide information on:

1. major administrative and IT challenges, problems or delays faced by your National Agency in managing the life-cycle of selected projects (e.g. in relation to cancellation of projects, amendments, changes in the composition of partnerships/consortia, etc.). If relevant, please also stress the causes of the delays in handling these tasks.

Concerning the life cycle of the selected projects, the problems that are more common and contribute for the delays are the lacking of information from the part of the beneficiary, especially in what concerns to the points mentioned above. This includes changes of the composition of the partnerships, changes in relevant information of the organization that was provided in the beginning of the project such as name of the legal representative, person of contact and other.

The process of decision, at internal level, is fast when it comes to the decisions that must be made by the direction of the national agency. A number of changes were identified and reported and, being in line with the rules of the programme, do not require superior decision and the project officer as the responsibility to update the information and communicate the decision to the beneficiary.

Regarding the update of changes in epluslink, the Agency is making an effort to put there all the relevant information. The existing physical process at the agency is regularly updated.

In what concerns the communications of the approvals, payments, reminders to send relevant information such as the reminder to send the final reports fifteen days before the end of the deadline, the Agency is making an effort in order to accomplish the deadlines defined by the programme.

Concerning the reception and closing of the final reports, the initial process was difficult to deal with due to the transition of the regular use of the platforms. The regular updates by the systems, the loss of information, missing information from the final reports of the beneficiaries also contribute for the delays in the closing of the process. However, it must be underlined that progress has been made in relation to the compliance of the final report deadlines of the former Programme and Erasmus+. Additional control measures were introduced in order to systematically speed this process up. Currently, in most cases, the NA is not facing delay in final reports assessment.

Another problem identified is related to submitting the final report procedure after the conclusion of the activity. It was realized that some organisations submitted their final report immediately after the conclusion of the activity. An extra internal procedure to deal with this matter was added.

2. possible areas of improvement identified by your National Agency in view of the 2016 call.

Concerning the relations with beneficiaries that have projects approved and with the aim to improve the management of the project, the Agency will reinforce during the meetings for the beneficiaries (meetings that the agency organises after the selection round) the importance of the role of the organisations in the management of the project life cycle.

During these meetings the role of project coordinator will be highlighted regarding relevant communications that they should send to the National Agency about the project changes, the project file management and submission of final reports within the stipulated deadline. The importance of the partners in the project, of communication, division of tasks and the signing of agreements between the project partners as indicated in the program guide will also be mentioned. Despite being known by the project organizers it is important to reinforce their responsibilities to overcome possible difficulties in the future related to project cancellations.

The reasons that lead to the cancellation of projects are related, up until now, with the lack of strong partnerships. With the goal of trying to solve these situations, during the information sessions that the Agency will carry out throughout the country and in the several meetings held at the National Agency offices, the role and responsibilities of the partners and the importance of building a solid and strong partnership will be emphasized so that organizations realize their importance.

The on spot visits are also crucial moments to draw attention to the responsibilities of the coordinators of the projects and avoid problematic situations in future. All identified failures are reported in the local, therefore they are also educational visits. For 2016 it is intended by the agency to increase this kind of visits.

Concerning the process of final reports closure and the work associated with this in the platforms (epluslink; Mobility Tool; OEET and dissemination platform), the NA Staff and the beneficiaries have regular trainings in order to be more efficient and to prevent delays.

II.1.7. Final reports and balance payments/recoveries

please provide information on:

1. major administrative and IT challenges, problems or delays faced by your National Agency in handling the assessment of final beneficiary reports and executing final payments/recoveries. If relevant, please also stress the actions undertaken in order to reduce or cope with difficulties.

During 2015, the Portuguese NA has experienced some technical issues similar to other NAs. IT tools such as Mobility Tool and EPUSLINK were always subject to continuous revisions and technical updates, which affected the daily management of final reports. Since this dimension is transnational there was no “national approach” regarding this specific matter.

In regard to final reports assessment, though, the NA applied some measures concerning 2 dimensions: final reports submission by the beneficiaries and NA management of final reports.

In respect to final report submission by the beneficiaries, the NA settled the following policies:

First, a reminder email 15 days before the deadline concerning report’s submission;

Secondly, an official letter is sent 15 days after the deadline;

Thirdly, all exceptions to timely submissions are internally listed;

In respect to NA’s final reports management the following policies were settled:

Firstly, in case of late approval of the balance (> 2 months) the officer lists the reasons for this delay so as to avoid “non-compliance” procedures.

Secondly a member of staff with coordination responsibilities helps the other officers in the deadlines compliances. The division of tasks among officers takes into consideration the duration of the projects in order to make the tasks as workable as possible.

Thus, these actions avoided serious delays concerning final report’s submission.

Finally, with respect to recoveries, no extra procedures were implemented since no cases occurred during this year.

2. main positive aspects as well as areas of future improvements in the way the National Agency organised the final reports' qualitative assessment process as well as its feeding into the activities of dissemination and exploitation of projects results.

As described in the 2015 workplan, PT NA implemented a rigorous framework on monitoring project and assessing its implementation, necessary and indispensable guarantors of projects quality and of the correct use of EU funds.

The NA major objective was to contribute to the doubts and mistakes committed by the beneficiaries, especially by new beneficiaries and informal groups of young people percentage decrease.

The National Agency, seeking to minimize the risks inherent in analysis of final reports and trying to reduce the average time of this analysis and, at the same time, contribute to the improvement of the quality of this process, implemented some methodologies:

Project owners – PT NA made a distribution of projects by "project owners ". The project owners are responsible for all the project life cycle management, including the analysis of final reports. With this proximity between the National Agency and the beneficiaries, the errors and mistakes committed by the beneficiaries were minimized. Therefore, the personalization of the processes avoid d responsibility dispersion and desviation attitudes.

Trainings for Beneficiaries – during this year, PT NA developed various trainings for beneficiaries where all the financial and administrative issues connected with the analysis of final reports were explained. This way greater effectiveness and efficiency in final report management was assured shortening the response given to the entities and, at the same time, increasing the degree of accountability of technical decisions by minimizing the error.

Internal staff training – in order to reduce the difficulties that NA staff may face during this process, several internal sessions within this topic were organized. The main obstacles that the staff faces during the analysis process were debated and common procedures agreed upon, always respecting the rules of NA guide and the criteria defined by the Commission for this purpose.

In what dissemination and exploitation of results is concerned, every time that it was understood a project had good results, the beneficiaries were encouraged to insert those results into the Dissemination Platform so that it can be used as good practices and inspire other projects.

II.1.8. Checks on beneficiaries

Please provide information about the main findings of the checks on beneficiaries carried out during the year. Please indicate any checks on beneficiaries that could not be realised as initially planned (in the NA annual Work Programme) and explain why they were not carried out. Please also report on any constraint and challenge to obtain a reasonable assurance on the eligibility of the activities carried out by the beneficiaries.

The primary controls carried out were essential to keep the organisations in their daily work project management and to avoid errors in execution.

Most of the issues observed on the spot check during visit refer to mistakes in the organization of processes, lack of documentation, insufficient activities for volunteers and changes to the activities planned in the projects, as reported in the issues raised in EplusLink platform.

Concerning the primary checks, the NA conducted also several desk checks, where report evidence was confronted with supporting documentation.

Through this analysis the NA came to the following findings:

- The beneficiaries are confronting some obstacles concerning file organization and results-evidence, although major commitments were followed (signature list, boarding pass or equivalent)
- Few errors considering the calculation of distance-band, leading to some adjustments;
- Few misunderstandings concerning the formula activity dates + travel days;

To assure that each report reveals in deep overall conclusions.

During the year 2015, the National Agency carried out the following primary checks for 2014 and 2015. All primary checks procedures are updated in EplusLink.

Regarding to 2014, within KA1, the NA carried out:

Two system checks to the following Entities, “Aventura Marão Clube” and “Mais Cidadania”.

In a ranking of four entities that received more than € 100 000 during 2014, National Agency would have to perform a system check, having surpassed this goal.

Ten desk checks were selected and produced nine until December 2015.

It was necessary to perform three visits On the Spot Check During, but instead eight were performed, resulting on the surpassing of this goal.

Related to 2014, in the framework of KA2, the following is to be stressed:

The Desk Checks were selected in the EplusLink but the primary controls weren't performed, once there were no final reports finalized.

The primary controls On Spot Check During After weren't made because there weren't final reports finalized.

Three primary controls On the Spot Check During were performed, and since the minimum required were two, this goal was, also, surpassed.

Referring to 2014, in the framework of KA3, the following is to be stressed:

Two primary checks were carried On Spot Check During, equalizing the minimum required.

Regarding to the Desk Checks, two were selected, but none was made until 31 December. They are already being

carried out, at this stage.

Referring to 2015, in the framework of KA1, the following is to be stressed:

The primary controls System Checks haven't been made, because only at the beginning of 2016 the Entities ranking will be made.

Ten primary controls Desk Checks Were selected and the process is underway, because until December 2015 only two final reports were finalized.

The minimum required of primary controls On the Spot Check During were three but fourteen were performed.

Referring to 2015, in the framework of KA2, the following is to be stressed:

Two primary controls Desk Check were selected, although they haven't been made because the projects are still in the follow up status.

Two primary controls On the Spot Check After were selected, but they haven't been carried out, since the projects are in the follow up status.

Two primary controls On the Spot Check During were realized, but the minimum required was only one.

Referring to 2015, in the ambit of KA3, the following is to be stressed:

Three primary controls Desk Checks were selected, but they weren't performed because the projects are in the follow up status.

Two primary controls On Spot Check During were realized, equalizing the minimum required.

Three joint visits were made with the National Agency Erasmus + Training and Education to the following entities, in accordance with the anual Work Programme:

- AEVA
- Associação de Paralisia Cerebral de Coimbra
- Agrupamento de Escolas de Cuba

II.2. NA Compliance

II.2.1. Quality of the NA management system

Please briefly report on:

1. main changes in NA Working arrangements and procedures. Whether the NA followed the working arrangements and internal working procedures set-up in the Work Programme to ensure the proper planning and management of activities or whether any main changes in these arrangements and procedures were deemed necessary. If changes were made, please explain the reasons and the impact.

Some modifications were introduced considering the increase of the NAs workload.

Regarding the internal auditor

In 2014 one of the staff members was appointed as internal auditor. Assuming this particular task, the person was relieved from all the other incompatible duties within the NA, to ensure an independent and objective internal control system. However, bearing in mind the principle of segregation of duties that this member of staff was subject to and the small size of the Agency, it was decided that it was best to issue a contract with someone outside the NA to exclusively carry out these duties. This solution was thought in a long-term perspective and therefore implied more complex and time-consuming procedures to comply with national law regarding the purchase of such services, but, nevertheless, in the NA opinion that this is the solution that best suits the interests of the NA and namely the Programme.

Additionally, in 2015 a multiannual audit plan was also implemented.

Regarding the Procedures Manual

Due to the constant updates, changes and new IT platforms a procedures manual was created with modules grouped by subject areas. This allows the NA to send regular updated information to staff members of staff with the changes and additions that have to be made to the Procedures Manual. This simple methodology helps the staff to be aquairant to the rules and procedures and makes it easier to read.

In relation to the NAs functional organogram, slight changes were introduced considering the development of the Programme, namely:

- a) Appointment of two coordinators, one for the evaluation process and one for the whole monitoring process;
- b) Appointment of officers responsible for each of the sub-actions of the programme
- c) Adjustments in the functional areas with the creation of a new "helpdesk" for more effective monitoring of the support given to beneficiaries and new stakeholders in the program.
- d) The assumption of new responsibilities forced the NA to define new functional areas such as YouthWiki.

Only an efficient and profitable management and the commitment and multitasking of all the staff enables us to comply with its responsibilities and deadlines.

Regarding the platform for digital circulation of documents and respective digital database implementation.

The new platform aims to improve the circulation of documents between the Headquarters in Braga and the delegation in Lisbon as well as between officers, the financial department and the Heads of NA.

Simultaneously it makes the decision procedure on financial processes and concerning the project life cycle faster.

This tool is practically developed and is being currently tested. In 2016 it should already be in full operation.

Improvement of internal IT tools

The NA introduced some software updates to improve the efficiency and effectiveness of the work that is developed in particular in the financial and communication department.

Commission IT Platforms

Although it is true that the new platforms create certain barriers, they are also a powerful management and control tool. The E + Link groups and crosses information of the projects, including the associated financial transactions. Thus, the whole team and particularly the National Agencies' IT responsible, in close cooperation with the financial department, have developed efforts only in the upgrading and daily checking of the information inserted in these platforms. This information is put at the service of the NA, to control deadlines, financial reconciliations, project life cycle management, etc.

2. main activities, arrangements or procedures set up or implemented in order to ensure a coherent and integrated management of the programme (including activities/arrangements/procedures of cooperation with other National Agencies in the country, if the Erasmus+ programme is implemented by more than one NA in the country).

In 2015, the NA made significant efforts to be fully compliant with the programme requirements and effective implementation of the programme in Portugal.

As stated above, publications were produced that, at an early stage, addressed the full perspective of the Erasmus+ programme. Multiple protocols and partnerships have been developed with organizations and institutions with very different approaches towards the programme crosssectorial implementation.

The Programme promotion activities were carried out with the NA Education and Training. In 2015, The two NAs made extra efforts to reach out to local and regional authorities, enterprises, youth organizations and NGOs.

As previously mentioned in detail, in 2015 the two PT NAs closely cooperated on the implementation of their respective Work Programmes. The Joint Annual NAs meeting took place in October, in Caramulo. In addition to management and staff meetings, the PT NAs closely cooperated on dissemination activities, and events such as the Portuguese TCA; in training activities, financial activities, audits and translation and review of Programme documents. The PT NAs carried out three joint and financial monitoring visits to beneficiaries with projects with both agencies. The PT Youth in Action NA participated in the Valorisation Conference in December, in Lisbon. A joint Communication Working Group has been established to follow on common communication and dissemination

activities. The joint website was developed: <http://erasmusmais.eu/>, as well as a common video, brochure, poster, two leaflets and a T-shirt.

3. main organisational changes. Please also report on main reorganisations, important rates of staff turnover, important staff shortages, high number of vacancies etc..

Besides the slight changes in the organisations charter there have been no relevant changes to report. The NA continues to have the maximum number of staff legally permitted. Additionally, for the first time, all the staff has now the same type of contractual relationship which means an unprecedented improvement for the NA and especially for the well-being of its employees. This effort was completed in 2015.

Several staff trainings were carried out, despite the NA's busy schedule and all the assessments of applications. The trainings were international trainings with NA's and the Commission, training staff meetings, specific trainings in IT areas, training encounters with the other Portuguese NA, amongst others.

Please also report on whether:

4. the risk management system put in place by the National Agency was effective (positive points and areas of improvement)

5. the set up mitigation actions were effective and addressed well the identified risks

6. the follow up of suspected and confirmed fraud cases was effective (positive points and areas of improvement)

Over the past year the NA significantly increased the monitoring of approved projects, as a very effective way of preventing and identifying risks during the implementation of financed projects both on the financial and technical levels. This monitoring is done by the NA Officers responsible for monitoring the project life cycle. With this rigorous monitoring by the National Agency it was possible to carry out a thorough double funding check.

In 2015, the National Agency had several external audits carried out by the IAB auditors (IGF) and auditors hired by NAU. The financial system of automatic payments, the management accounts of the beneficiaries, and automatic monthly reconciliation between E + link and Primavera and also IT tools were examined to identify any potential problems that could affect the financial data.

In addition to the mentioned external audits, in 2015 the NA hired an internal auditor who was responsible for:

a) The identification of risks in internal procedures, as well as other residual risks, in order to reduce them.

b) present a report detailing the risk assessment exercise performance.

c) To supervise compliance with the regulations, policies and procedures, both national and European, related to the Agency;

d) Conduct an internal audit in compliance with the current National Agency's audit plan, including audit reports and/or external evaluation of financial statements and the assessment of the robustness of internal checkpoints;

The National Agency has strengthened the supervision and monitoring of projects that pose potential risks and

repeatedly perform primary controls in response to any suspicions or complaints. Up until now all the cases have been settled and cleared in a timely manner. The policy of this agency is to avoid illegal practices and promote the good management of projects, therefore assuming a preventive and educational action.

II.2.2. Minimum requirements

Please confirm that the National Agency was able to comply with the minimum requirements resulting from the Guide for NAs and NA Work Programme. Please ensure coherence between this section and all other parts of the 2015 Yearly NA Report, notably with the financial reports and reports on primary checks.

1- Checks and controls on the grant award procedure (ref. section 3.7 of the Guide for NAs);

Yes

2- Checks on grant beneficiaries (ref. section 3.11 of the Guide for NAs);

Yes

3- Controls on recoveries (ref. section 3.12 of the Guide for NAs);

Yes

4- Follow up of cases of irregularity and fraud (ref. section 3.14 of the Guide for NAs);

Yes

5- Monitoring and support to beneficiaries (ref. section 3.13 of the Guide for NAs);

Yes

6- Segregation of duties (ref. section 2.3.2 of the Guide for NAs);

Yes

7-Treasury management (ref. sections 4.3.2 of the Guide for NAs);

7.1) Are all bank accounts [called the "NA bank accounts" hereafter] on which EU decentralised action funds - for both the current and predecessor programme ♦ which have been kept in the course of 2015 listed in this report? If not, please explain/justify.

Yes

7.2) Is the NA (or its hosting organisation) the formal bank account holder for all the listed NA bank accounts? If not, please explain/justify.

Yes

7.3) Are all Erasmus+ funds placed on one single bank account that is not used for any other funds? If not, please explain/justify.

Yes

7.4) Are all payments to beneficiaries made from the single bank account used for Erasmus+ funds and are all refunds made by grant beneficiaries paid into this single bank account or in one of the single bank accounts used for the LLP/YiA programme decentralised actions funds? If not, please explain/justify.

Yes

7.5) Have all payments/recoveries to/from grant beneficiaries been made by bank transfer? If not, please explain/justify.

Yes

7.6) Has the NA placed temporarily unused funds on savings and/or term deposit accounts according to the most advantageous market conditions? If not, please explain/justify.

No

7.7) Were all savings (and (term) deposit accounts) used called in Euro? If not, please explain/justify.

Yes

7.8) Have all NA bank accounts yielded interest? If not, please explain/justify.

No

7.9) Are all interests generated on EU pre-financing as declared gross amounts (i.e. total amount of interest earned before deduction of any bank charges or taxes)? If not, please explain.

Yes

7.10) In case bank charges and/or taxes have been levied on NA bank accounts, have these charges/taxes been paid from the NA operating budget? If not, please explain.

Yes

7.11) Has the NA used a transit account? If so, explain how it was used.

No

7.12) Has the NA made at least monthly reconciliations between the bank balances in bank statements and the NA accounting records? If not, please explain/justify

Yes

7.13) Has the NA made at least monthly reconciliations between its accounting records and EPlusLink? If not please explain/justify.

Yes

7.14) Are all bank transfers either to grant beneficiaries or to other NA accounts made by the NA from the NA bank accounts listed in this report? If not, please explain/justify.

Yes

8- Public procurement rules (ref. section 4.4 of the Guide for NAs);

Yes

9- Respect of the guidelines on financial management (ref. section 4.3 of the Guide for NAs);

Yes

10- Use of IT tools according to Commission's requirement (ref. section 4.5 of the Guide for NAs).

Yes

11- Were all the minimum required activities implemented in the area of "Communication, information, dissemination and exploitation of programme's results" and "Monitoring and support to programme beneficiaries"? (ref. II.1.2 and II.2.2 sections of the Specifications to the 2015 NA Work Programme).

Yes

12- Were the EVS Training Cycle activities organised in full compliance with the provisions of the Guide for NAs (ref. section 5.2 of the guide for NAs)?

Yes

In case of negative replies, please explain the reasons and include a reference to the requirement number above.

7.6) Has the NA placed temporarily unused funds on savings and/or term deposit accounts according to the most advantageous market conditions? If not, please explain/justify.

We have not placed any savings in term deposit accounts since the interest rates are negative and also to avoid financial constraints and / or any cash liquidity shortages.

7.8) Have all NA bank accounts yielded interest? If not, please explain/justify.

As we already explained we have not placed any savings in term deposit accounts.

PART III - NETWORKS

III.1. ECVET

1.If relevant for the National Agency, please provide an overview of all the activities implemented by the national ECVET during the year 2015.

N/A

2. Please indicate any activities that could not be realised as initially planned (in the NA annual Work Programme) and explain why they were not carried out.

N/A

III.2. Eurodesk

1. If relevant for the National Agency, please provide an overview of all the activities implemented by the national Eurodesk during the year 2015

Eurodesk Portugal has been a key partner of European Youth Week 2015.

More than 100 events all over Portugal, and more than 5000 participants were involved in the programme of this European event.

From this events a quarter as been developed by PT Eurodesk Multipliers.

Also, the communication and information of this events, as well as the answers and questions from the participants were delivered by the network.

maiy 2015	European Youth Week	Information, training, dissemination, workshops, fairs and events	Youngsters, leaders, politicians, public in general	eventos em todo o país	E+ YiA	5013 participants (total)
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The second major event of 2015 were the Time to Move Campaign.

Portugal participated in this Eurodesk important event with 5 local events and communication trough Facebook and the Juventude.pt Website.

Also the communication about all the centralized events as well as photo contest.

October/2015	Time to Move Campaign (Eurodesk)	Events, fairs and workshops	Jovens e líderes	5 events in PT	Eurodesk	150 participants
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Eurodesk PT also participated in several events and routes of information, such as:

- The participation in common sessions (E+ YiA, E+ ET and Eurodesk) as a special approach to disseminate information to young people;
- The Europ Direct events where Eurodesk was directly involved and participating with information about the network and the opportunities for young people all over Europe;
- The participation of multipliers in the multipliers meeting in Mollina (Spain);
- The Multipliers national meeting in December 2015;
- The Eurodesk 25th Anniversary official celebration, in Faro (Portugal)
- Also, the training event in Brussels (provided by EBL) was a very important moment to re-star with the online

work in the Eurodesk Platform as well as in the European Youth Portal.

- Questions from Facebook, website Juventude.pt and from all the live events were answered.

2. Please indicate any activities that could not be realised as initially planned (in the NA annual Work Programme) and explain why they were not carried out.

Eurodesk Click for Call Youth

Create a decentralized management solution to create an easy system to inform

Eurodesk Customer Service

Eurodesk Stakeholders Monitor service quality in every platform through a continuous improvement

This 2 activities proposed were not accomplished in 2015.

We believe that the solutions provided by EBL in EURODESK website and other different platforms are solving the issues that this 2 topics are concerned about.

Also, the translation of all important information in the EYP will be finished in the first quarter of 2016.

III.3. SALTO Resource Centres

1. If relevant for the National Agency, please provide an overview of all the activities implemented by the SALTO RC hosted by the National Agency during the year 2015

N/A

2. Please indicate any activities that could not be realised as initially planned (in the NA annual Work Programme) and explain why they were not carried out.

N/A

PART IV - ANNEXES

Please use the attachment page to upload Annexes.