

Portugal

PT02 - Erasmus+ Juventude/Desporto e Corpo Europeu de Solidariedade

Fields Covered: Youth

To: European Commission

DG EAC

ERASMUS+ AND EUROPEAN SOLIDARITY CORPS PROGRAMMES

NATIONAL AGENCY MULTI-ANNUAL WORK PROGRAMME

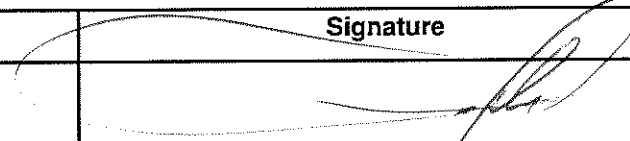
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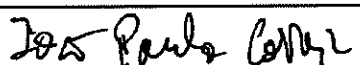
**National Agency**

I hereby acknowledge that for the implementation of the present multi-annual work programme the National Agency commits itself to applying the rules set out in the General Call for Proposals for the Erasmus+ and European Solidarity Corps (if applicable), Programme Guides, the Guide for NAs or other rules set out at EU level of the relevant Call year

National Agency	Legal Representative	Signature
PT02 - Erasmus+ Juventude/Desporto e Corpo Europeu de Solidariedade	Luís André Mendes Alves	

**National Authority**

"I hereby declare that I agree with the attached multi-annual work programme and will ensure that the National Agency receives the necessary national matching resources to realise the proposed multi-annual strategy successfully as well as to comply with the requirements incumbent on it upon signature of the Contribution Agreement between the Commission and the National Agency for each Call year"

National Authority	Representative	Signature	Sign Date
Secretaria de Estado da Juventude e	João Paulo Correia		15/07/2022

*This document reflects the template of the multi-annual National Agency's work programme to be completed and submitted by the National Agency in the IT tool Lifecard. For detailed explanations on how to complete it, National Agencies are invited to consult the Specifications provided by the Commission.*

## **PART I - STRATEGIC FRAMEWORK FOR ERASMUS+ AND EUROPEAN SOLIDARITY CORPS PROGRAMMES IMPLEMENTATION**

### **I.1. Structure and mission of the National Agency**

The National Agency's structure and mission, including its responsibilities or mandate beyond its role as an Erasmus+ / European Solidarity Corps National Agency. If the National Agency is hosted in a larger organisation, explain how the National Agency fits into the larger structure and how it enables and supports the functions of the National Agency.

Relevant organisation chart(s) should be included in the attachment section.

The NA is a mission structure established by law with the specific aim of ensuring the management of the programmes in the fields of youth and sport in Portugal. The AN has the following main axes of action:

- Contribute to the construction of a European space in youth field, through the implementation of the European Strategy in the youth field, "Mobilizing, connecting and empowering young people", namely with regard to the ambitions of the strategy to support the quality of work with young people. This implies paying attention to mobility, empowerment, innovation, and recognition of Youth Work in the context of the 2012 Council Recommendation on the validation of non-formal and informal learning. It also implies promoting the quality of instruments and systems that should be used in the training of youth workers and that should correspond to the changing of circumstances of young people's lives.
- Simplify programme access for a wide range of target groups (e.g. by simplifying administrative rules and procedures and optimized online tools), while ensuring competitive and transparent project selection and a correct cycle of grant management with minimal financial risk for the Union.
- Contribute to the sustainable development goals of the 2030 Agenda, namely sustainable development goal No. 4, ensuring access to inclusive, quality and equitable education, and promoting lifelong learning opportunities for all.
- Bringing Europeans closer together and strengthening European identity and commitment to common European values.

The Agency is strongly committed in working to create conditions for a Programmes that are financially more relevant, socially closer and more prepared to give real answers to the concrete needs of the youth sectors. The challenge of combining the four areas of Erasmus+ – Education, Training, Youth and Sport –, the European Solidarity Corps, the increasingly relevant importance of international experiences in the profile of European young people, technology at the service of the programme and the simplification of procedures, the sharing of good practices and the effective impact of projects on the lives of people and communities are the coordinates that should guide our action in building this future together with young people and their organizations.

The NA is provided with the necessary and experienced staff to accomplish its mission, have proper means to implement the programmes and the support of the Portuguese Government.

### **I.2. National policy context**

Overall description of the national policy context and needs in view of the specific objectives of the Erasmus+ programme and, if applicable, the European Solidarity Corps in the fields of education, training and youth. The analysis should focus in particular on the medium and long-term needs, analysed from a national policy point of view, that the programme(s) may contribute to address.

The main objective of the National Youth Plan, political instrument for the intersectoral coordination of youth policy in Portugal, is the realization of the rights of young people, in economic, social and cultural terms.

The Government in functions made a commitment in a transversal perspective of public youth policies, when presenting sectorial measures, namely, in relation to education, employment and entrepreneurship, housing, transport, combating poverty, sport, culture, the environment, equality and migration. The Plan strikes a balance between comprehensive policies in the face of the challenges that are posed to the country - by demographic decline, depopulation of the interior and an aging population, as well as policies aimed at groups in the most vulnerable situation or with specific needs. Being a period in which young people contribute to social inclusion and cohesion, democracy, sustainability and development, the whole country benefits from this plan.

In this context, the national strategies linked to the National Plan and the objectives and priorities of the new European programmes on the youth field are completely aligned. Are particularly relevant the following priorities of the new programmes for the national policy needs:

- The priority Inclusion and Diversity is linked with the national policy need in striking a balance between comprehensive youth policies and policies targeting groups in the most vulnerable situation or with specific needs;
- The Participation in Democratic Life is central for both contexts, with a view to integrating young people into active life and exercising citizenship and civic participation, considering their specific conditions;
- Aligned with the priority Sustainability, environmental and climate goals, the Portuguese Plan aims ensuring the involvement and participation of young people in the fulfilment of the Sustainable Development Goals and the 2030 Agenda;
- The Non Formal and Informal Learning, important feature of Erasmus+ and ESC, is also a key domain of the national plan that aims to ensure the realization of the right to teaching and education in a holistic and inclusive perspective, namely bringing the domains of non-formal and informal learning closer to the formal education system, focusing on the development and recognition of skills, with a view to integrating young people into active participation and the exercise of citizenship and civic commitment, considering their specific conditions.

### I.3. Horizontal priorities

**a) Inclusion and diversity:** Please describe the strategy that the National Agency plans to implement at national level to make the Erasmus+ programme and, if applicable, the European Solidarity Corps more inclusive and diverse during the programming period. In particular, the National Agency should describe:

- the mid and long term objectives it plans to pursue through its strategy,
- the types of activities it considers to implement to achieve its objectives and reach out to different target groups and territories,
- the measures to monitor the successful implementation of its strategy,

- the internal arrangements in the National Agency to implement this strategy.

The NA strategy for the Inclusion and Diversity (ID) have in mind the current Implementation guidelines for Inclusion and Diversity Strategy and the recent measures adopted to increase the inclusiveness and diversity for both programmes. Considering the recommendations and taking account the work that have been done by our NA and our national reality, the mid and long-term objectives under this area will be:

- a) Create equal opportunities to access to the programmes and reduce participation obstacles;
- b) Reach new organisations, improve and diverse the networks under the field of inclusion and diversity and invest in the quality of projects;
- c) Promote the visibility of good practices and promote the built of networks and synergies between organisations from different areas with aim to involve people with less opportunities.

To achieve these objectives, it's our intention to:

Continuing our strategy for a more balanced implementation of the programmes in geographical terms and adjust it whenever new realities arise using a transparent system.

Mapping the organisations working with young people with less opportunities, to improve our knowledge about their specific needs and adjust our answers to their realities, reducing obstacles to participation in the programmes.

Increase the knowledge level of programmes opportunities and reinforce the support to the organisations before being beneficiaries and after, as participants, in national, transnational activities and as promoter of projects. A strong wayer will be done to provide information and promote training actions to organisations, through the pool of NA trainers. Increase their understanding of the programmes and provide clarifications about financing opportunities will be a way to increase the involvement of new organisations and improve the quality of Projects on the field of inclusion and diversity. Peer to peer learning, thematical meetings, a strong promotion of the international opportunities to participate in TCA & NET activities and a closer monitoring of youth workers path will be done.

Create synergies with institutions that implement National programmes in the context of Inclusion (e.g.: "Programa Escolhas" managed by High Commission for Migration ACM, I.P; IPDJ) or working directly on this field, aiming to give opportunities to more young people and organisations from sectors whose participation is deficient.

Boosting visibility of the programmes and explore new opportunities to reduce the obstacles, improve skills of Youth Workers and young people with less opportunities.

To monitor progress and achievements in ID area, we will use the systems already stablished in the programmes. However, close visits, midterm evaluation through questionnaires, meetings, trainings, and info sessions with the organisations that are implementing projects in this field, and a closer follow up of their path inside the programmes, will also be performed.

At internal point of the structure of the AN, the theme of ID will be a central priority. The ID officer will be available to guide and to achieve the following:

- a) Simplifying administrative processes by eliminating bureaucratic barriers to access the programmes;
- b) Detecting existing constraints in the selection process that make it difficult the access to the programmes opportunities, mainly from small organisations with lack of resources, group of young people and others that can be identified;
- c) The use of an Inclusive Language, clear and understandable, will be prioritize in all our communication channels;

- d) Sensibilization of the ANA staff for a close contact and support to the organisations that are running projects under this field;
- e) Create the figure of “Provedor para a Inclusão”( Inclusion advisor), to support the ID officer and the NA in the process of simplifying the measures aiming to increase the level of participation and the quality of projects, and to be a privileged contact for organisations and youngsters.

**b) Digital:** please describe the strategy that the National Agency plans to implement at national level in order to reinforce the 'digital' dimension of the Erasmus+and European Solidarity Corps programmes during the programming period.In particular, the NA should describe:

- the mid and long term objectives it plans to pursue through its strategy,
- the types of activities it considers to implement to achieve its objectives and reach out to different target groups and territories,
- the measures to monitor the successful implementation of its strategy.

The mid and long term objectives concerning this priority are:

- to improve the quality of the Youth Work in what concerns the digital dimension;
- to make the digital dimension present in 90% of the management and development of projects in the youth field;
- to promote good practices and innovative projects in digital terms;
- to develop knowledge through strategic partnerships with other national agencies on digital youth work.
- Promoting the digital transformation as a powerful toll for inclusion.

In order to achieve these objectives, the National Agency will promote several activities: inclusion of a module on digital transformation in the training of beneficiaries, pool of trainers and Eurodesk multipliers; development of campaigns on this priority on social networks; training of agency staff; participation in LTAs on this theme and inclusion of the digital component, in a transversal way, in NA partnerships;

To monitor the success of NA's strategy, a chapter on digital transformation in the quality management system will be included, with concrete indicators defined annually that will be subject to careful analysis.

We also will put this thematic as a central issue of our TCA & NET plans enhancing the competences and skills of organisations and young people. We are going to specially develop strategies to involve young people with fewer opportunities

The NA will invest in the integration of digital technologies used in managing the programmes, permanently evaluating their effectiveness and the impact they have on our target audiences.

On the other hand, through the quality management system, the NA will use the various technologies to optimize the project management cycle, control and monitoring and communication with stakeholders.

Projects targeting young people with fewer opportunities having as thematic field the digital transformation will be encouraged and valorised by the NA, that will include these thematic in all the dissemination's sessions of the programmes.

Although physical meetings and mobilities will remain the basis for most activities in the youth sector, we also acknowledge that virtual, blended or digital activities

can complement projects. Therefore, we will take a proactive role in encouraging and supporting beneficiaries to implement virtual, blended or digital activities. The NA will sensitize young people and organisations to strongly incorporate this priority into their projects.

**c) Green:** please describe the strategy that the National Agency plans to implement at national level in order to ensure that the Erasmus+ programme and, if applicable, the European Solidarity Corps support and promote sustainability through e.g. green mobilities and cooperation projects (e.g. supporting projects directly focused on environmental sustainability; supporting the sustainable dimension of projects that address other thematic areas) during the programming period. In particular, the NA should describe:

- the mid and long term objectives it plans to pursue through its strategy,
- the types of activities it considers to implement to achieve its objectives and reach out to different target groups and territories,
- the measures to monitor the successful implementation of its strategy.

Please, do not mention measures to be described in section III.3 'Greening the National Agency'.

It will be necessary to increase the awareness of young people and organizations so that green practices are widespread in all projects and activities supported by the programmes.

The NA proposes to take strong measures through active green policies in the day-to-day management of programmes.

These practices will not only set an example for programme beneficiaries but will also make an effective contribution to reducing the environmental impact.

We intend to implement the following:

- more frequent use of virtual cooperation mechanisms with programme stakeholders. The year 2020, due to circumstances, brought a series of new practices, some of which proved to be adequate.
- process of dematerialization and “going paperless”. There are a number of practices that can be simplified without prejudice to the necessary implementation of control mechanisms, in particular the use of paper in processes that can be registered and stored electronically. The NA intends to consistently and progressively, and whenever European and national legislation allow it, to simplify these processes.
- use of energy-efficient facilities and equipment. The agency is in the process of moving its facilities. In this change, all environmental issues will be taken into account, through energy optimization of facilities, implementation of savings and recycling mechanisms, use of environmentally friendly equipment, etc.
- adoption of mechanisms that offset carbon emissions resulting from the agency's activities through environmental promotion actions. The NA, in cooperation with youth and environmental associations will develop protocols that allow these organisations to be supported, as a way of compensating the Agency's environmental footprint, in reforestation actions, environmental awareness activities in the youth area, among others.
- In addition, through the NA's Trainers' Pool, it will be possible to develop training and environmental awareness actions, including online trainings.

We are going to include this theme in training and meetings with beneficiaries, we are going to disseminate good practices in this area and we are going to support studies and partnerships in the area of the environment.

In order to monitor the implementation of the strategy, within the scope of our quality system, we will evaluate every year the impact of measures on projects, on NA practices, on the number of activities carried out and on the concrete impact of the measures.

**d) Participation and civic engagement** : Please describe the strategy that the National Agency plans to implement at national level in order to ensure the successful implementation of this priority during the programming period. In particular, the NA should describe:

- the mid and long term objectives it plans to pursue through its strategy,
- the types of activities it considers to implement to achieve its objectives and reach out to different target groups and territories,
- the measures to monitor the successful implementation of its strategy.

The NA Strategy for Youth Participation and civic engagement is completely aligned with the strategy designed by Salto Participation and to which we actively contributed.

First, it is intended to promote the principles of youth participation across all actions and activities of the Erasmus+ and European Solidarity Corps programmes.

The strategy will also be based on the following main objectives:

- Enable effective support for program applicants and beneficiaries to develop and implement youth projects with a quality youth participation dimension;
- Increase awareness of the impact of the programmes on youth participation in democratic life;

Encourage a knowledge-based approach to youth participation in democratic life within the programmes by enabling stakeholders to utilize the findings of research in youth participation;

- Involve and encourage all the Programmes' stakeholders to involve young people when making decisions about the management and implementation in the programmes, and to take a quality approach to youth participation when doing so;
- Dedicate specific attention to participation in democratic life of young people with fewer opportunities.

In order to achieve these goals, the National Agency is going to incorporate this theme in all actions carried out internally and externally, namely:

- raising awareness of the pool of experts for thematic during specific trainings;
- Incorporating of the theme in communication through the different channels of the NA, as Websites, newsletter, social networks, etc.;
- Organising trainings and dissemination actions for the programme stakeholders;
- the NA will be present in strategic partnerships dealing with this issue at European level;
- cooperating with Portuguese organizations representing young people (Youth Associations' Federation and National Youth Council to support and promote relevant events in this area.
- Cooperate with policy makers at national level in the development of active policies and tools.

Actions to monitor the successful implementation of its strategy:

- appointing a contact person to deal with this topic within the NA;
- activating the Quality System of the National Agency to frequently monitor and assess the taken measures concerning the participation strategy;

- Cooperating with partners of the relevant strategic Partnerships, building tools, knowledge and resources;
- involving external advisers, experts and researchers in order to have an independent look to the strategy

**e) Synergies:** please describe the strategy that the National Agency plans to implement at national level in order to promote synergies between Erasmus+/European Solidarity Corps programmes and other European programmes, as well as with national or regional programmes and initiatives.

The NA, will create several synergies with international, European and national programs, namely:

- Bilateral cooperation with several NAs that PT NA is particularly Developing relations with Norway and North Macedonia NAs;
- The NA is fully committed with the Youth South Network of NAs;
- UN Agenda 2030 initiatives, complementing and inspire projects related to the environmental sustainability priorities of the programmes;
- Initiatives organised under the Council of Europe's Youth Policy;
- Presence in the forums of the Ibero-American Pact for Youth;
- Participation on the Strategic Partnerships - The PT NA is involved in 10 strategic Partnerships and is very committed in developing instruments and build knowledge concerning the different aspects related the priorities and the aims of the programmes.
- Cooperation with the Portuguese Government, the Portuguese Youth and Sports Institute, associations of Youth Workers and Portuguese representatives organisation of young People in the implementation of the National Youth Plan.
- Cooperation with the municipalities concerning relevant youth policies;
- Deepening relations with the EU Representation in Portugal.
- Permanent Cooperation with the other PT NA.

With regard to synergies with other European and national funding mechanisms, NA will cooperate with the following entities and develop the activities described:

- Referral of beneficiaries with large-scale innovative projects to other European funding schemes such as centralized actions, cohesion funds, Creative Europe Programme, Youth Guarantee Programme, ENIC/NARIC and EURES or other funds from other General Directorates. NA will flag projects in compliance with the seal of excellence that is under development, cooperate with other general directorates in the dissemination of information and support beneficiaries in the practicalities in accessing to the funds;
- at national level, relevant projects that can be financed in the area of employment, youth associations or social innovation will be flagged and forwarded to the Employment Services, Social Security, Portugal Social Innovation, CASES (with mission for the volunteering area) , ACM (for migrants integration) and CAIS (for Inclusion), among others. Partnerships with these organizations are already established and there are protocols and permanent contacts and the AN will make the bridge between potential beneficiaries and these organizations and support organizations in accessing funds.

#### **I.4. Recognition of learning outcomes**

Having in mind that the 'recognition of learning outcomes' is one of the main objectives of the Erasmus+ programme and, if applicable, the European Solidarity Corps,



as well as a key requirement for the quality implementation of learning activities carried out through the awarded projects, the National Agency should describe:

- how it plans to contribute to its achievement, in particular by supporting and promoting recognition of learning outcomes in mobilities and through projects (e.g. supporting projects and cooperation partnerships directly focused on recognition, transparency and certification topics; supporting the raise of the level of recognition of learning outcomes in mobilities),
- how it will establish links with, and promote the new Youthpass Strategy as a tool for certification, but also as a tool for soft skill development for participants.

In order to promote the recognition of learning outcomes and in line with the Youthpass strategy, recently published, PT NA will develop the following measures:

- a) Through direct contact by email with youngsters, organisations and the pool of external trainers from the National Agency, spreading in detail the advantages and importance of using youthpass in the future life of young participants in the Erasmus + and European Solidarity Corps Programmes;
- b) Publicize and disseminate the use of youthpass highlighting the importance of its use through the realisation of webinars about this topic, sending newsletters on the topic, including a specific module on youthpass in the trainings carried out by PT NA;
- c) Promote the participations of youngsters and youth workers in trainings who have as main goal the topic of recognition and, also, value projects with a primary focus on this.

The Agency will continue to support the partnerships of cooperation established under this fields mainly through SNAC's that work especially the recognition and certification topics and it's our intentions to create national synergies to work closely this topic. We will also give more focus to promote activities for our beneficiaries that promote the raise of their competences and the level of their learning outcomes by promoting projects and networks and invite them to integrate these projects. We will focus also on the promotion of the European Training Strategy as well as the remaining strategies launched, Inclusion, Participation, etc. by using communication strategies that transmit positive experiences in implementing projects in these areas focus on the skills develop and recognitions achieved. Also, it's our intention to translate the Competence Models for youth work to work internationally and disseminate to all programme beneficiaries. The aim is to support the youth work, to improve their work, and to raise the quality of their projects. It is also our future intention to develop specific national training under this field and by this way to contribute to the increasing the recognition of the learning outcomes of the youth workers.

All these measures will be implemented with the help of National Agency staff, Youthpass Contact Person, and the Pool of External Trainers from the National Agency.

The National Agency is also working closely with Portuguese policy makers in the youth field to replicate Youthpass in the context of national programmes and activities.

### **I.5. International dimension**

Please describe the National Agency's strategy to enhance the international dimension of education, training and youth activities (as applicable according to the National Agency's mandate) by promoting mobility projects with non-associated Countries and the international centralised actions.

Please outline any possible challenges in cooperation with certain geographical regions, based on past experience, and targeted measures the National Agency aims

to take in order to overcome them.

Although the agency's mandate is limited with regard to the international dimension and the instruments made available to NA, namely with regard to access to information and the involvement of national agencies in the centralized actions of the programmes, the Portuguese NA has been to pay attention in their practices to the international dimension of the programmes.

With regard to the cooperation work with countries not associated with the programmes, the agency has been encouraging the carrying out of activities, especially with neighbouring countries in Europe, investing and using the instruments it has at its disposal for this purpose, namely, the promotion of good cooperation practices with neighbouring countries, permanent collaboration with the Salto structures that work with these countries, promotion of specific cooperation activities with neighbouring countries within the framework of the TCA and NET.

Furthermore, taking into account the privileged relations that Portugal has with countries that express themselves in the Portuguese language, in particular African countries, but also Brazil and Timor, the AN has participated in various forums of the diaspora of these countries, taking advantage of the opportunity to publicize opportunities for international cooperation, especially through centralized programme actions.

Even though it is not part of the NA's powers and mandate, all opportunities centered on the youth area are disclosed in our information channels, newsletters and social networks in order to promote cooperation between Portuguese organisations and organisations from other countries not associated with the programmes .

Since 2021, part of the NA's mandate to promote sports actions at national and international level, the National Agency is strongly committed to promoting the access of organisations and entities linked to sport to the opportunities of the Erasmus + programme in this area until now centralized. The agency has participated in the Executive Agency's infodays, has organised specific sessions in this area and provides personalized support to potential candidates for actions in the field of sport.

Traditionally, Portuguese organisations have more difficulties in organising activities in collaboration with northern European countries. In order to overcome this deficit, the agency has developed cooperation actions with other agencies in the North, such as study visits, activities to build partnerships, among others.

## **PART II - ERASMUS+ AND EUROPEAN SOLIDARITY CORPS PROGRAMME IMPLEMENTATION**

### **II.1. Communication and dissemination**

#### **II.1.1. Communication, promotion and information**

Please describe the National Agency's strategy for communication, promotion and information in terms of objectives, target groups, types of activities and channels for Erasmus+ and, if applicable, the European Solidarity Corps. The strategy shall be based -respectively - on Erasmus+ and European Solidarity Corps' overarching communication strategies. It should explain, in particular, how the National Agency intends to:

- reach out to different target groups, including potential applicants and newcomer organisations, as well as the general public
- promote and inform about the new actions and programmes' opportunities, including the Erasmus accreditation in Youth, SE, VET and AE fields.

If the National Agency manages also the European Solidarity Corps, it should make sure that Corps' specificities are covered with sufficient clarity and level of detail.

Over the past few years, the Erasmus+ Youth in Action NA has increased the visibility, reputation, and influence of the Erasmus+ and European Solidarity Corps programmes in Portugal, both among young people and youth workers, but also among stakeholders, political institutions, national and European networks operating in Portugal, and the general public.

This position is the heritage on which we are building the strategy for future programmes.

We defined 5 main target audiences:

1 - Young people between 15 and 30, to communicate and inform about opportunities like DiscoverEU, inspiring role models and best practices, training, events, and policies relevant to their lives.

2 - Youth workers and leaders (mainly working directly with young people, solidarity and volunteering activities, as well as sports), to promote funding opportunities, training, seminars and events, but also to create synergies, ensuring that these are the main actors in promoting the programmes among young people, reaching potential new participants and new candidates.

3 - Networks, representative organisations, political partners and authorities, as Eurodesk, Europe Direct and Eures, the three main European networks, and at the national level, the decentralized structure of the Portuguese Youth and Sports Institute, municipalities, National Youth Council and the National Federation of Youth Associations are essential stakeholders in communication.

4 - National, regional and local media:

They are an essential piece of the strategy, promoting information, good practices, and results of relevant projects.

5 - The public, in general, is the last target, increasing the awareness of the programmes and their impacts on communities, the country and Europe.

The NA defined four fundamental objectives:

1 - Present and continuously disseminate the new brands Erasmus+ and ESC 2021 – 2027, in a differentiated way, to all audiences of the NA;

2 – Create, present and carry out a national information and capacity building activities for the new Erasmus+ and CES 2021-2027 programmes implemented in a accessible and sustainable manner, both online and offline.

3 – Position the Erasmus+ Youth in Action NA as the reference body concerning Erasmus+ & ESC, non-formal education, international volunteering, and information to young people.

4 – Develop strategies that implement more inclusive and innovative programmes in Portugal, greener and digital, less bureaucratic, and flexible.

For that, we will organise between online and offline tools – online such as Facebook, Instagram, newsletters, and updated websites for both programmes. Online info-kits and targeted material will be released. But we will also promote strategic partnerships with our stakeholders and organise annual roadshows and common initiatives to improve awareness and quality of applications, disseminate good benchmarks and highlight awarded projects. To make it concrete, PTNA will create sessions to present project outcomes at community, local, regional, or national level. Good practice projects will be also disseminated in order to promote high quality and impactful projects as an inspiration to organisations and young people. Specific partners such as decision-makers at European and national level will be invited to take part of the Programme dissemination giving concrete information to citizens. Moreover, PTNA pool of trainers will be a workforce to communicate the Programme, support newcomers and disseminate critical outcomes. Its relevance, international experience and knowledge are 3 critical elements that need to be considered to enhance Programme quality. European Youth Portal, as a check-in point for European information and opportunities will be strongly promoted. Erasmus+ - Youth & Sports - , national and centralized opportunities; European Solidarity Corps, Eurodesk Network (information in section V), Youth Wiki, as well as the major thematic events and activities will be Part of the continuous plan.

### **II.1.2. Dissemination and exploitation of programme results**

Please describe the National Agency's strategy for dissemination and exploitation of programme results in terms of objectives and targets for Erasmus+and, if applicable,the European Solidarity Corps. In particular, the strategy should explain how the National Agency intends to:

1. ensure the dissemination of projectresults, good practices and project stories among citizens and relevant stakeholders, including excellence recognition tools such as the European Language Label and the European Innovative Teaching Award,
2. exploit project results to maximise the impact of funded projects.

If the National Agency manages also the European Solidarity Corps, it should make sure that Corps' specificities are covered with sufficient clarity and level of detail.

Dissemination and exploitation of programme results in terms of objectives and targets for Erasmus+ and the European Solidarity Corps is a key part of the communication process, but also to ensure the dissemination of the project's results, good practices and project stories among citizens and relevant stakeholders, inspiring and creating awareness to project's results to maximise the impact of granted projects.

For that reason, both to Erasmus+ Projects and European Solidarity projects, the PT NA will:

- Yearly select good practices and produce dissemination and exploitation materials, to use in the NA channels, to promote with the press and to showcase the

best projects and results.

- Organise a Best Practices award ceremony to the Best Practices winners, but also as a relevant moment to disseminate and promote projects, together with Education and Training PTNA and produce dissemination material for each project.
- Use the Political high level events and topics to showcase the best practices and the impact of the programmes in the young people, the organisations, the communities and the European Project.
- Use the NA Podcast as well as all the others communication channels of the NA to promote the best practices, role models.
- Ensure the quality and completeness of the project and results information displayed on and promote the Erasmus+ Project Results Platform and the European Solidarity Corps Projects platform.

All the strategy will be to Erasmus+ and European Solidarity Corps projects and the European networks operating in Portugal, the national Media (both because of the launch of the new programmes and the dissemination on inspirational examples and practices) and the online tools are, among all the presented in the previous part, the most relevant to the dissemination and exploitation of the programmes results.

## **II.2. Monitoring and Evaluation**

### **II.2.1 Support and guidance to programmes' beneficiaries**

With a view to ensuring a smooth and qualitative implementation of the granted Erasmus+ and, if applicable, European Solidarity Corps projects and of the accreditation schemes<sup>1</sup> in the Youth and Education and Training fields as well as of the Quality Label under the European Solidarity Corps, please describe the National Agency's strategy to provide support and guidance to beneficiaries throughout the project lifecycle during the programming period.

In its strategy, the National Agency should ensure the establishment of a structured and systemic approach to monitor beneficiaries and project implementation, by taking into account the needs of the various target groups of the programme(s), including small beneficiary organisations or informal groups of young people in the youth field, and covering both policy and project management issues.

The National Agency should identify the objectives to pursue to address existing and/or potential weaknesses, as well as areas of interventions by programme and sector and ensure constant improvements of the quality of the programme implementation throughout the programming period. Where weaknesses are identified, the National Agency should establish a structured plan to address them, by establishing clear objectives and targets in view of future improvement.

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<sup>1</sup> Erasmus plan, Activity plan, ECHE Erasmus policy statement, mobility consortium accreditations of accredited organisations.

The NA provides support to the beneficiaries of the Programmes throughout the project's life cycle. Support takes the form of at least guidance, support and advice. Furthermore, the NA provides specific training and coaching adapted to the beneficiaries' needs.

In order to foster the quality of youth work as well as the recognition of non-formal education, PTNA will give support with more information, training activities, dissemination of best practices and always cultivating a relation of proximity with the beneficiaries.

Especial attention will be paid to the following contexts:

- Projects run by informal groups of young people in order to assure that all the administrative aspects of the project life cycle is properly accomplished;
- projects awarded with an amount greater than 100.000 euros, applying on these cases a risk analyses more rigorous in order to assure a proper use of the Community funds and implementing additional monitoring measures;
- KA2 Projects in order to avoid the risk of double funding and assuring that the predicted impacts are in fact results of the projects.
- Solidarity projects submitted directly by informal groups of young people, giving special support and guidance to the projects.
- Volunteering projects that involve young people with fewer opportunities or special needs, ensuring they have the most adequate support during their projects.;
- In line with the Inclusion and Diversity Strategy and the European Training Strategy, the AN will implement an approach to support organisations, youth workers and young people who aim to access the opportunities offered by Erasmus + in the area of youth;
- In the youth field, the NA will monitor organisations holding a Quality Label under the European Solidarity Corps to verify compliance with the principles of the European Solidarity Corps;
- The NA will provide the necessary resources to advise by telephone, email, letter, and online to beneficiaries seeking help;
- The AN will organise regular group meetings for beneficiaries of decentralized actions. These meetings are organised at least once a year for each decentralized action. At such monitoring meetings, the NA will provide advice both in relation to the implementation of the decentralized actions and in grant management and contractual reporting;
- Sending projects to partner countries, with special attention to the preparation of activities, ensuring that all legal procedures related to visas and authorizations are correctly handled and that support organisations have an adequate plan for regular monitoring of these participants and for the safety of participants.

After the identification of these target audiences, the National Agency, with the support of the pool of trainers, will organise awareness-raising and training actions, as well as activities for contact with peers that may constitute actions to enter the programme of these relevant actors.

The National Agency will promote the monitoring of projects financed by the Erasmus+ and European Solidarity Corps Programmes, at the level of primary checks in accordance with the guidelines of the Commission and whenever there are reasons related to the risk associated with the projects that justify them.

Monitoring procedures will also be carried out in cooperation with the National Agency Erasmus+ Education and Training PT01 to common beneficiaries, reinforcing the work carried out.

The National Agency has appointed a person responsible for coordinating the monitoring and support of beneficiaries, each project is assigned a staff member as a project owner who monitors the entire life cycle of the project, meetings are organised in each project selection round for the beneficiaries of each of the programmes' actions, the agency also has a permanent helpdesk through various platforms – telephone, email, dedicated sections on the webpages and organises thematic meetings with all the beneficiaries specific/ dedicated meetings with project owners.

## II.2.2 Analysis and evaluation of programme results

Please describe how the National Agency plans to enhance the quality and impact of the programmes' results (including the predecessor programmes) through analytical and evaluation activities. In describing its multi-annual strategy, the National Agency should focus in particular on:

- the key areas in terms of themes, needs, target groups and programme priorities it plans to address, if possible by programme and/or programme field (as applicable);
- the types of activities it plans to implement during the programming period;
- the objectives it plans to achieve in the medium and long term by establishing measurable targets, with a view to providing more qualitative support to applicants and beneficiaries, on the one hand, and qualitative evidence of programme results to stakeholders and decision makers, on the other hand.

If the National Agency manages also the European Solidarity Corps, it should make sure that Corps' specificities are covered with sufficient clarity and level of detail.

PTNA has a Balance Scorecard to adjust performance measures to its long-term objectives. Thus, a monitoring system is implemented on a quarterly basis to evaluate strategic objectives with an additional time frame on a round basis to measure short term goals. The Balance Scorecard dimensions are compared with a European framework in order to evaluate peer-to-peer performance and regional idiosyncrasies. Our objective is to define the best performers in each dimension, detailing a clear network priority and boosting our outcomes. In brief, the balance scorecard gives the PTNA, PTNAU and European Commission an accountable, reliable and timely picture of Programme implementation. Quarterly balance scorecards make it possible to redefine policies, fine tune implementation methods and foster innovative practices to assure a transformational impact.

PTNA is part of RAY Net Work and being part of this network is a way to contribute to a better understanding of international youth work and youth learning mobility and thus to an evidence-based policy development in the youth field in Europe as well as to the development of international youth work and learning mobility practice.

In the framework of the RAY Network, PTNA is involved in several studies, such as:

- RAY MON: Research-based Analysis and Monitoring of Erasmus+ Youth
- RAY SOC: Research-based Analysis and Monitoring of the European Solidarity Corps
- RAY STRAT: Research Project on the contribution of the European Youth Programmes to Programme and Sector Strategies
- RAY COR: Research Project on the Impact of the Corona Pandemic on Youth Work in Europe
- RAY COMP: Research Project on Competence Development and Capacity Building for Youth Work and Training in the European Youth Programmes
- RAY DIGI: Research Project on the Role of Digitalisation in Youth Work and Non-Formal Learning in the Context of the European Youth Programmes

Generally, PTNA aims to contribute and be involved in the production of reliable and valid documentation and understanding of processes and outcomes of the programme and its activities. RAY Coordination establishes the monitoring tools that assure the quality of research in terms of methodologies to be applied, data collection, selection of participants, schedules to be met, indicators to evaluate results.





## PART III - PROGRAMME MANAGEMENT

### III.1. Quality of the National Agency's management system

#### III.1.1. Does the National Agency hold external quality certification?

Choose as applicable:  YES  NO

#### III.1.2. Quality assurance and compliance

The National Agency needs to ensure:

- 1) reliability of reporting and indicators for monitoring progress and achievement of results in terms of effective and efficient programme management,
- 2) respect of compliance with the EU requirements for the National Agency's organisation and the management of the Erasmus+ programme and the European Solidarity Corps (if applicable).

Describe how the National Agency's management system will ensure, in the light of the above: a) proper planning of activities, b) monitoring of progress, c) supervisory arrangements

In case the National Agency has an external quality certification, indicate its name, date of last renewal and how it will support the National Agency's quality assurance system in the programme management.

The NA will continue the internal innovation and quality management system path started with Erasmus+ Youth in Action. A clear customer service policy is implemented with step-by-step communication, multi assessment model, executive summaries report, SWOT analysis feedback and close cooperation. Thus, the first step consists in the definition of an objective score system based on detailed criteria per each action. Secondly, PTNA implements 2 mandatory assessments performed by 2 different staff members. Thirdly, for grade differences bigger than 20 points, PTNA adds a third assessment. Fourthly, PTNA performs executive summaries per project with SWOT analysis and direct feedback to applicants' improvement. Finally, PTNA shares detailed support by phone / email and receives project promoters from applications rejected in order to improve their quality in future rounds. In brief, the assessment phase is on track to what PTNA directors and the Selection Committee expected as a detailed, fair and trustworthy model.

Progress is monitored by milestones, quarterly meetings with team coordinators according to the quality management system.

The PT NA promotes the active involvement of NA Staff in optimizing the results of the quality and agency management system, through the implementation of a culture of demand and commitment and providing them with appropriate skills, resources and environments that lead to greater personal and professional satisfaction.

The NA focuses on the mutually beneficial relationships it establishes with the parties involved in its activity, such as collaborators, suppliers and partners, and in order to share with them its ambitions established and Disseminates its vision, mission and values.

The National Agency's has an external quality certification, NP EN ISO 9001:2015, the quality management system of implemented in the selection, assessment, promotion, monitoring and management of projects and implementation of information and training activities within the framework of management of community funds and information services for young people, meets the requirements of the standard.

The quality management system implemented in accordance with NP EN ISO 9001 leads to the provision of a service of excellence. This quality certification was issued by "APCER", with the Certificate nr. 2018/CEP.5551, grant the maintenance of certification to the Management System in 24/11/2020 and done update in 2021.

### III.1.3. Risk management strategy

Please describe the system established to detect and prevent possible risks with regard to the respect of the minimum requirements for compliance set out in the Contribution Agreement and in the Guide for NAs as well as with regard to the implementation and management of the programme(s) in the medium and long term. In particular, in this section the NA should describe:

- its long-term plan/strategy to prevent frauds and irregularities,
- its approach to prevent and address complaints from beneficiaries/participants.

PT NA risk management is monitored by an external accountant, external supervisors for informatics systems and external auditors. Notwithstanding, several internal risks are being addressed such as elimination of physical servers and use of cloud servers, roll-out of laptops and substitution of previous old CPU towers. The major risk regarding NA staff training is concerned with funding availability. If so, PT NA will foster for Public Administration training solutions or internal trainings. Peer-to-peer learning and learning on job are also solutions.

The PT NA plan integrates the organizational model and its procedures, described in processes, activities and tasks, in order to improve practices, safeguard assets, prevent/detect fraud and errors, and ensure the correct accounting record of the transactions carried out.

To prevent irregularities and fraud and, if necessary, NA takes legal action to recover lost, improperly paid and misused programme funds by recipients of an EU grant. In case the NA presumes substantial errors, irregularities or fraud, the NA may suspend the implementation of the grant agreement or payments in order to verify whether the presumed cases actually occurred. If not confirmed, implementation will resume.

Where audit or control findings demonstrate systemic or recurrent errors, irregularities or fraud attributable to the beneficiary to which a number of grants were awarded under similar conditions, the NA may extend and apply the findings to all the grants concerned. However, a formal contradictory procedure with the beneficiary will be mandatory before any actions. The Code of Ethics and Conduct is also a fundamental element that is taken into account in the internal control. In view of the segregation of duties, the verification and checking of operations is carried out by staff who have not intervened in their realization or registration. PT NA Manual of Procedures describes the NAs procedures and includes the responsibilities, functions and procedures of all NA Areas, describing the tasks of

authorizations and approvals. The NA has also in place an accountable/financial structure appropriate to its management model, allowing the preparation and presentation of the financial statements, respecting the accounting principles in force; The financial department control the life-cycle phases of the projects in order to validate that they are being carried out, in accordance with the Manual of Procedures and guidelines of the COM.

### **III.2. Data protection**

Personal data included in or relating to the Contribution Agreement and its implementation is processed in conformity with Regulation (EU) 2018/1725. This data is processed solely for the purposes of the implementation, management and monitoring of the Contribution Agreement by the data controller. Please describe the measures put in place or planned to be implemented by the National Agency to meet its obligations as data processor

As in previous years, any personal data included in each phase of the project life cycle, as well as on the administrative procedures related with the NA Stakeholders, will be processed by the NA in accordance with the following legislation:

- Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018; Law 58/2019 of 8/8/2019, of the Portuguese Republic Assembly, Ensures the implementation, in the national legal order, of Regulation (EU) 2016/679 of the Parliament and of the Council, of 27 April 2016.

PT NA will accomplish with all of the determinations imposed by these laws that are also embedded on the Quality System adopted by the NA and are object of regular and continuous monitorizations, assessments and revisions by the NA officers assigned to this area.

There are several examples of the application of national and European rules on data protection. For example, in all communication and information materials to potential candidates, a note is placed on how the National Agency handles national data and clear indications of how stakeholders can consult, remove or limit the use of their data at any time; in communications on the management of approved projects, a note is also placed on the management of the personal data of the people involved in the projects; a module on data protection is included in trainings with beneficiaries and project managers are urged to comply with national laws in the use of personal data; the NA has on its official pages the privacy policy followed as well as all the rights inherent to the holder of personal data; all existing contracts with subcontractors have clauses that guarantee that the personal data collected respects all the rules imposed by the GDPR and national law; the NA has promoted the adaptation of all documents that contain or promote the collection of personal data, respecting the legal norms in force; online forms duly inform recipients about the privacy policy as well as the purpose for which personal data are collected.

Also as part of the regular checks by the Independent Audit Body, the processing of data is carefully checked for compliance with national laws.

The data protection is a important subject of the training and meetings of the staff.

The physical facilities and the computerized infrastructure is designed to maximise the data protection. Cyber security measures, namely through a VPN, reduces the the risk of unlawful access to personal information.

### **III.3. Greening the National Agency**

Describe how the National Agency applies or plans to introduce green measures in its operations during the programming period.

The NA will incorporate into its operation a series of measures that effectively contribute to reducing carbon emissions and that have a reduced negative environmental impact.

Firstly, for the increasingly frequent use of virtual cooperation mechanisms in its dissemination, support and monitoring activities. There are several practices that have proven effective over the last few years and that can remain in the organisation's day-to-day activities. With technological evolution and the creation of creative solutions for virtual cooperation, very positive results can be obtained.

AN also intends to bet on the dematerialization of processes linked to the life cycle of projects and “going paperless”. There are a number of practices that can be simplified without prejudice to the necessary implementation of control mechanisms, in particular the use of paper in processes that can be registered and stored electronically. The AN intends to, in a consistent and progressive way, and whenever the European and national legislation allow, to simplify these processes.

AN is currently in the process of moving its facilities and, in its design, several aspects related to environmental sustainability were taken into account. One of the important features of the new installations is the use of energy-efficient and environmentally-friendly facilities and equipment. Other issues related to environmental sustainability will also be taken into account, such as implementation of savings and recycling mechanisms and use of environmentally friendly equipment.

Special attention will also be given to the travel of staff who must use low-emission public transport when traveling in services within the national territory and, whenever possible, when traveling to other countries. The AN will also encourage its employees to use electric vehicles for local trips, providing them with electric bicycles for local services.

In addition, the AN intends to adopt mechanisms that offset carbon emissions resulting from the agency's activities through environmental promotion actions. This last practice has already started to be designed by the National Agency, which is in contact with youth and environmental associations in order to develop protocols that allow these organisations to be supported, as a way of compensating the Agency's environmental footprint, in reforestation actions, environmental awareness activities in the youth area, among others.

### III.4. National Agency staff and external experts

#### III.4.1. Overview of National Agency's staff

Please complete the table below by indicating the actual number of staff in place in the National Agency in full time equivalents (FTE) as per 1 January 2022

The National Agency is also requested to include an updated organisation chart in the 'Attachment' part (compulsory).

Activity	Number of staff / FTE per programme	
	Erasmus+	European Solidarity Corps
Management (to be completed ONLY for NAs where the manager is not directly in charge of any of	1.2	0.8

the below activities)		
Administrative support	0.3	0.2
Communication, promotion, information, dissemination and exploitation of results	1.2	0.8
Project evaluation and grant award, issuing of grant agreements	2.8	1.8
Support and guidance to beneficiaries	1.2	0.8
Monitoring (quality and impact of project implementation)	0.6	0.4
TCA/NET officer	0.6	0.4
Inclusion officer	0.2	0.2
Analysis and checking of project reports	1.2	0.8
Execution of payments and recoveries	0.15	0.1
On-the-spot checks of projects	1.2	0.8
Analysis and evaluation of programme results	1.2	0.8
Human resources	0.3	0.2
Finance and accounting	1.2	0.6
Archiving	0.15	0.1
Internal audit and quality verification	0.51	0.34
IT support	0.51	0.34
<b>Total (per programme)</b>	<b>14.52</b>	<b>9.48</b>
<b>Grand Total (Erasmus+ and European Solidarity Corps NA's total staff)</b>	<b>24.00</b>	

#### III.4.2. National Agency staff policy: training, development and business continuity

Please, describe the strategy put in place by the National Agency in relation to the staff policy (i.e. recruitment, business continuity, training). In particular, the National Agency should describe, from a multi-annual perspective:

- the learning needs and objectives in general (e.g. acquiring new skills and/or new competences, knowledge of certain programme areas) and the goals that the National Agency aims to achieve through its training activities;
- the policy and measures to ensure business continuity.

The NA's staff established in law are 22 officers plus 2 directors and can have three multidisciplinary teams as a technical support structure. At this moment, we have 9 vacant posts in process of hiring. The affected areas by the vacant posts are, beyond the life cycle of projects, Communication and Accounting. Even so we have been able to manage to perform the management of the programmes with quality, compensating the shortage of staff and its high workload with a greater involvement of external experts in the evaluation process and in information and dissemination activities. The NA will make all the efforts to fulfil the vacant posts on the beginning of the year.

For 2022, we continue the plan for staff based on two different strands. For one hand, after the need's analyses of each person of the staff, each member will participate in actions offered by the national network in many different areas. In other hand, the staff are going to participate in all the actions organised by the NAs network and the Commission.

The NA carries out annually a needs analysis consulting every member of its staff to make sure that the staff trainings are tailor-made and meet the real needs. Following this procedure, the TNA discusses with its staff which competences should be improved on their professional track and how.

In relation to business continuity, the NA realize team meetings, normally held every 4 months. These meetings serve 3 fundamental principles: evaluation of the implementation of the activity plan and its adjustments; Preparation of the activities of the following four months and introduction of improvement processes; Work of "Team Building" providing the team with spaces for personal/ professional growth.

Participation in international events, sharing experiences and good practices, comparing practices with national homologous agencies is fundamental for positive performance reinforcement.

Quarter-monthly meetings to monitor Quality Management System indicators, allowing the development of deviation mitigation strategies, if applicable, and working on continuous improvement processes based on the results of SWOT and other analyses.

The NA promotes the active involvement of staff in optimising the results of the quality management system by implementing a culture of demand and commitment. The action plans to which risk identification and treatment plans are added, carried out permanently throughout the year, are also fundamental management tools.

### III.4.3. Management of the pool of experts

Please, describe the National Agency's approach to working with external experts (e.g. use of external experts, pool size and composition). Please also describe the overall plan to address in the short, medium and long-term the learning needs of its pool of experts (e.g. improving the knowledge of certain programme areas), as well as the training strategy, including general training goals, planned for its team(s) of experts to address the challenges of the programming period.

In what refers to the pool of experts, in 2021, in order to respond to the new cycle, PT NA decided to open a call, where 2 training sessions will be carried out, addressing the most relevant aspects of the Expert Guide as well as the new Erasmus + and ESC programme guides. These actions will be complemented by

evaluation sessions, namely through webinars and through an application assessment, thus making the recruitment process more robust.

The pool will be composed of specialized evaluators for each Action of the Erasmus + and CES Programmes, with the appropriate size to respond to the Agency needs.

The training methodology for experts will involve 2 methods: common specific trainings and/or peer-to-peer learning.

In the training sessions, the exchange of good practices between more experienced experts with possible newcomers will be promoted, ensuring a more effective learning process for the less experienced members of the pool.

The trainings may be on-site or in a webinar format, through the needs identified by the NA, and will focus on the evaluation rules and procedures of Erasmus+ and ESC programmes.

Experts will be regularly monitored by PTNA board of directors and the appointed coordinator of the evaluation process to whom they report for guidance in the assessment process. PTNA will evaluate experts' performance during 2022 and create a ranking to help the PTNA assess the quality of their work.

The evaluation carried out by external experts are an additional element to internal assessment; consequently, the PTNA will evaluate their standard deviation of opinions and feedback against internal assessments, time, quality, and feedback are the key drivers of external assessment.

## PART IV - TCA and NET

### A.IV. Erasmus+ Programme - Training and Cooperation Activities between National Agencies (TCA)

#### A.IV.1 TCA strategy

Please briefly describe the long-term strategy for the Training and Cooperation Activities (TCAs) that the National Agency plans to undertake during the programming period, with a particular focus on the next three years of the programme. The strategy should:

- 1) describe how the TCAs will be used to effectively support the quality implementation of the Erasmus+ programme and its impact at systemic level,
- 2) explain:
  - the rationale of the National Agency's intervention,
  - the policy/programme objectives pursued,
  - the target groups it aims to reach, and
  - the operational measures in place to monitor the effective implementation of TCA activities and their impact;
- 3) when relevant, if the National Agency is involved in a long-term strategic activity, please highlight how it fits into your long-term strategy;
- 4) when relevant, describe the synergies between TCA and NET activities implemented under the European Solidarity Corps.

PTNA main goal is to foster the implementation of the Programme, support Green and Digital dimensions, Participation in Democratic life, mobilize target groups and promote the development of their competences. This strategy will be implemented through online and residential activities, cooperation/networks, SNACS/LTAs, with national and transnational scopes, monitoring progress and results, increase and maximise the impact of the Programme.

The definition of strategic objectives was based on the previous programmes experience, on needs collection, having in account several strategic documents, towards high-level performance, intending to highlight the added value of the participation in the Programme.

TCA will follow a strategic vision framed in the overall objectives, priorities and target groups of the Programme aiming to foster youth work quality and support transnational cooperation, in the field of inclusion, participation, citizenship, creativity, employment, entrepreneurship, innovation, provide more and equal opportunities for young people in integration, education, training and job market, to foster EU values and Youth Goals.

This strategy gives emphasis to sustainable development, environment, climate changes, healthy lifestyles, mental health, and wellbeing. Intends to explore: Sport in the field of NFE, multilevel governance, digital youth work, education and media literacy, intercultural dialogue, and human rights.

TCA target: practitioners, potential applicants/beneficiaries of the programme, young people with fewer opportunities, trainers, youth workers, youth leaders, decision makers, staff/representatives of organisations active on the field, stakeholders, multipliers, researchers, with a particular focus on reaching newcomers.

Monitor of effective implementation and impact of the Programme and TCA will be done through RAY projects, several cooperation's, needs collections, tools and activities,



PTNA is involved in several LTAs: SPI (inclusion and diversity); Democracy Reloading; Europe Goes Local; European Youth Work Agenda; European Academy on Youth Work; Digital Youth Work; Mental health and wellbeing; Strategic Cooperation on Sports; RAY; TOT and LTAs linked with network trainings or other activities with several editions over the years.

They fit into the NA long-term strategy because their objectives have a clear link with objectives, topics, priorities, and target groups mentioned above and create a solid basis for its implementation.

## **B.IV. European Solidarity Corps - Networking Activities (NET)**

### **B.IV.1. NET strategy**

Please describe the National Agency's long-term strategy for the Networking Activities (NET) that the National Agency plans to undertake during the programming period, with a particular focus on the next three years of the programme. The strategy should:

- 1) describe how the Networking Activities will be used to effectively support the quality implementation of the European Solidarity Corps and its impact at systemic level, and
- 2) explain:
  - the rationale of the National Agency's intervention,
  - the policy/programme objectives pursued,
  - the target groups it aims to reach, and
  - the operational measures in place to monitor the effective implementation of TCA activities and their impact;
- 3) when relevant, if the National Agency is involved in a long-term strategic activity, please highlight how it fits into your long-term strategy;
- 4) when relevant, describe the synergies between NET and TCA activities implemented under the Erasmus+ programme.

PTNA NET main goal is to foster the high-quality implementation of the Programme, its objectives, priorities, themes, activities and target groups, with strong focus on Solidarity, Inclusion and Diversity, call new applicants, promote employ and social entrepreneurship, support Green and Digital dimensions, Participation in Democratic life, mobilize target groups and promote the development of their competences. This will be implemented through online and residential activities, cooperation's/networks, SNACS and other long-term projects/activities, with national and transnational scopes, monitoring progress and results, to increase and maximise the impact of the Programme. This strategy is framed in the overall objectives, priorities and target groups of ESC and will have a similar approach of TCA. We highlight the following: mobilise organisations and individuals, promote intercultural dialogue, encourage participation, active citizenship and commitment to European values; stimulate exchange of practices; implementation of Youth Work Agenda topics; support community building; promote opportunities for ESC

target groups, to train and develop skills and competences; explore the role of youth worker; support the learning process, its certification and recognition; promotion of ETS competence models; fosters Programme awareness and incentive organisation's participation and development of new projects, offering quality activities/experiences. NET also gives emphasis to sustainable development, environment protection, climate changes/action, healthy lifestyles, mental health and wellbeing. Intends also to explore: Sport in the field of non-formal education, multilevel governance and digital youth work. This strategy was based on the previous programmes experience, on needs collection, having in account several strategic documents at national and European level. The long-term strategic activities we are involved in create a solid and strong basis for it. NET target the practitioners, potential applicants and beneficiaries, trainers, youth workers, youth leaders, decision makers, representatives of organisations actives on the field, stakeholders, multipliers, researchers, other ESC actors, with a particular focus on reaching out to newcomers and participants with fewer opportunities. Monitor of the effective implementation and impact will be done through RAY projects, several corporations, needs collections, tools and activities.

## PART V - SUPPORT AND NETWORK FUNCTIONS

### V.2. EURODESK

To be completed by the NAs in charge of the youth sector

#### V.2.1. Eurodesk organisation

Please describe:

1. The structure and organisation of the national Eurodesk centre with regard to the following points in particular:

- a) Organisation hosting the Eurodesk and its legal status (separate from or common with the National Agency),
- b) Eurodesk's internal organisation chart (to be attached<sup>2</sup>),
- c) Number of staff employed in the Eurodesk (full time equivalent) and potential evolution during the programming period,
- d) Subcontracting arrangements, if applicable,
- e) Regional/local structure, if applicable (formal contact points, structures, coordinators).

2. The situation/needs in the country of the National Agency regarding the provision of information to young people at national, regional and local levels, in view of contributing to an informed discussion around the EU Youth Strategy.

3. The long-term objectives and goals pursued by the Eurodesk Centre during the programming period, with a particular focus on the next three years.

Eurodesk Portugal aims at improving access to European information for young people and those working directly with them. National information will also be made available, regularly, to all parts involved. Eurodesk National authority is the Secretary of State of Sports and Youth. Mr. Luís Alves, Director of Erasmus + Youth/Sports & European Solidarity Corps National Agency, is its legal representative. Internally, Eurodesk Portugal is hosted by E+ Y/S & ESC PTNA department for training, communication and Eurodesk. The team is made of 3 full time officers, representing 1 FTE exclusively dedicated for Eurodesk.

The overall national organisation of Eurodesk Portugal is new and ready for the new generation of programmes.

A new selection process started in 2021 and a national new multipliers network of 83 organisations national wide is now being trained to assure the mission and the quality of information provided by Eurodesk in Portugal.

Cooperation with other EU information networks - such as Euroguidance, Europass, ENIC/NARIC and EURES will be strongly empowered. Eurodesk Portugal will

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<sup>2</sup> If the Eurodesk centre is hosted within the National Agency hosting organisation/premises, the National Agency may submit a single organisation chart, covering also the Eurodesk centre, provided that the Eurodesk staff/department is clearly identified.

focus its resources in providing high quality information throughout the website ([www.juventude.pt](http://www.juventude.pt)), providing accurate and updated information to the European Youth Portal, newsletters, and throughout personal advising online and offline. Eurodesk Portugal will reinforce the use of innovative platforms to inform more people about more opportunities, like the Europe4Youth APP. Trainings and national meetings and events to and with the multipliers will be delivered to promote and prepare the network to be an active asset to promote the EU Youth Strategy and other relevant topics and EU policies. For the same goal, contacts and partnerships will be prepared with the National Youth Council and National Federation of Youth Associations, municipalities, and other relevant stakeholders. Considering the overall priorities regarding Eurodesk, the main objectives for Portugal are:

- To promote European Youth Portal, and strongly support its updated information.
- To promote existent and new portals, websites to inform about European programmes, specifically Erasmus+ and European Solidarity Corps.
- To answer the questions asked by the young people through the European Youth Portal, such as the questions related to the DiscoverEU contest and to the European Solidarity Corps.