Key Action 1 – Youth, VET & AE

Frequently Asked Questions

Q1) We need to change the Contact Person for this project. How do we do this?

Due to data protection reasons, the National Agency is only able to discuss project details with the listed Contact Persons and Legal Representative of a project For this reason, it is important that you let us know as soon as possible if there is a change of Contact Person or their details. For us to update the contact person, we will need the listed Contact Person or Legal Representative of the project to email us at ErasmusPlus@ecorys.com and request this update. We will then email a Minor Amendment form to you which needs to be completed and returned to us.

Q2) How do we update the project's Legal Representative?

It is important that we are informed if there is a change of Legal Representative for the project. The Legal Representative cannot be updated on Mobility Tool+ and, therefore, you will need to notify us before reporting Any documents that need to be signed by the Legal Representative will be rejected, unless the name and signature match the ones that we have in our systems. For us to update the Legal Representative, we will email you a Minor Amendment form, which needs to be completed and returned to us with the following:

- An appointment letter, on headed paper, signed by a senior member of the organisation (i e , governors or HR Manager) stating the new Legal Representative's position in the organisation.
- A new declaration form (that we will provide) signed by the new Legal Representative

Q3) How can I access Mobility Tool+?

Mobility Tool+ is the online management and reporting system developed by the European Commission for all Erasmus+ projects It is a contractual requirement for all beneficiaries to report their project activities in the tool. It is highly recommended to complete information online as your project progresses. This will help you to manage your project budget and save time when the project final beneficiary report is due for submission.

The official Contact Person and Legal Representative for your Erasmus+ project (as per the most up-to-date details on the UKNA database) will receive an automated email when your Erasmus+ project has been added to Mobility Tool+. Once logged in, the Contact Person can add additional contacts to assist with the reporting of the Erasmus+ project.

The Mobility Tool+ website can be accessed here.

To log in to Mobility Tool+ you need to have an 'EU Login' account. EU Login is a service that allows users to access digital systems developed or used by the European Commission

If you do not have an EU Login account, please follow the instructions below to register. Open the link here to access the registration page to enter your details.

Please ensure that you:

- Complete all mandatory fields (marked with an asterisk *).
- Read and accept the privacy statement by checking the box; and
- Complete the security check by typing in the characters on screen If the characters are not clear enough, click the icon to try a different image or click the icon for an audio version.

After clicking 'Create an account' button, an automatic email will be sent through to the email address you used to register. This email contains your username and a link to create your password. You must create a password within 90 minutes of receiving the email. If you are required to specify your Domain Name when completing the form, you should ensure that you choose 'External'. Further guidance for registering with EU Login is available on the Erasmus+ website.

Once you have registered, you will be able to log in to Mobility Tool+ In order to do this, please click here or follow this URL address: https://webgate.ec.europa.eu/eac/mobility.

Q4) Can I make amendments to my project and the activities I proposed in my application?

You must contact us to ask about any possible project changes, especially budget or activity amendments. These queries and requests will be considered on a case-by-case basis, and you might be asked to complete and return a Contract Amendment form for us to consider these changes if they have an impact on your project budget, its quality, or objectives Changes may include:

Adding additional participants: This might be possible if there is unspent funding within the awarded grant amount Please note that the amount of grant amount awarded at contracting stage cannot be increased.

Adding/changing partner organisations: A request to add a new partner to the project must be submitted to the UK NA through a significant contract amendment request Partner organisations must be validated on ORS before being added to a project. Significant contract amendments such as this must be submitted and approved before any activities are undertaken with the prospective partner.

Change of location: This might be possible if the aims and outputs of the project remain the same If the distance band will increase we can only agree to the original travel distance band that was approved at contracting stage. However, there may be capacity to increase some claims at final reporting dependent on there being underspends from other categories via budget transfer This can only be calculated at final reporting stage, so the funding agreed for the original mobility is what's eligible. We are unable to award more money than what was originally awarded at contracting stage. The change of location would need to be approved by the UKNA prior to the mobility taking place Please make sure to include a detailed explanation of the change of location in your final report.

Change of project dates: This might be possible if the mobility falls within the project start and end dates Please make sure to include a detailed explanation of the dates in your final report.

Change of mobility type: This is classed as a significant change to the original approved application so it would not be eligible.

Change to bank details/Organisation details. Changes to your organisation's bank details and/or organisation's name or legal structure must be communicated to the NA via a contract amendment. Failure to notify the NA of these changes may lead to delays in processing payments due to your organisation.

Any request for an amendment should be submitted in good time, before the change is planned to take effect, and at least one month before the end of the eligibility period set in the grant agreement Amendments will not be approved retrospectively

Q5) Can I extend my project duration?

Projects can be extended to a maximum of 36 months duration. Requests for project extensions must be received 30 days before the project end date. If you would like to extend your project, please email the delivery team at ErasmusPlus@ecorys.com who will advise if this is possible.

Q6) When do I need to submit/resubmit my Interim Report?

Interim Reports should be submitted by the specified dates in a projects Grant Agreement Interim Reports should be resubmitted once the payment threshold has been met. This is 70% or greater expenditure of the previous pre-financing payment(s)

Q7) What do I do if a participant is unable to complete the participant report?

If applicable to your Key Action, all participants must complete the participant report, this is a contractual requirement, and failure to do so may result in reductions to your final grant total If participants have left the organisation or are unwell, they may not have to complete the participant report if sufficiently justified. Please send us confirmation of this via email so we can file it with your record.

Q8) What is classed as force majeure? How do I claim force majeure and what evidence do I need to submit?

If a mobility has been affected by force majeure and had to be cancelled, the first step to take is to try to recover the costs through your insurance provider or other refund method from the airlines, course, and accommodation providers. However, if this is not possible you may claim force majeure.

Force majeure is defined on page 321 of the 2020 Erasmus+ Programme Guide as 'an unforeseeable exceptional situation or event beyond the participant's control and not attributable to error or negligence on his/her part'. Please contact the delivery team at ErasmusPlus@ecorys.com if a participant is unable to complete their mobility and you think that the reason fits the above force majeure definition. Please provide as much detail as possible so that the UK National Agency can consider your request

For claims of force majeure, please read this useful guide on how to input claims of force majeure onto the Mobility Tool+.

For mobilities impacted by force majeure we require evidence that you tried to recoup the costs via your insurance provider.

For force majeure claims impacted by COVID if the insurance policy did not cover COVID and we have a reason as to why this wasn't covered we would honour the force majeure claims To consider claims we require:

- The relevant extract from the insurance policy or policy provider to confirm the insurance policy doesn't pay out for COVID.
- Cancellation emails/invoices for the flights/hotels and course fees for any claims being sought.

Q9) How do I withdraw or cancel the project?

In order to cancel the project, the Legal Representative must provide us with a formal notification and you will need to submit a final report in Mobility Tool+ outlining any work and costs that have been incurred (including force majeure claims if you were unable to recover any funds from your providers), and provide evidence that you have tried to claim back any incurred costs from the travel company/insurance/ course provider etc. Following this we will undertake a financial analysis to recover or pay any corresponding funding.

If no mobilities have been carried out and no costs have been incurred for the project, you will need to go to the Reports section of the project on Mobility Tool+ and click on the ' Generate a termination report with no grant'. A request for recovery of the balance will be issued within 60 calendar days following this.

Q10) I'm unable to upload all the Certificates of Attendance and invoices to Mobility Tool+, what should I do?

If you are having trouble uploading the supporting documents to Mobility Tool+ you might have exceeded the limit permissible to upload Please email the remaining supporting documents to ErasmusPlus@ecorys.com.

Q11) Why are we undergoing monitoring check? Are they mandatory?

Monitoring checks are there to provide advice and support Your project may be selected for a monitoring check due to concerns and queries raised in communication with you, or your project being considered to have a risk factor when selected for funding Our goal is to help ensure the highest quality in the delivery of your project.

Monitoring Checks are mandatory, and failure to comply with requests could be considered a breach of contract and lead to your project being terminated

Q12) What is a Blended Mobility and how do we record it in Mobility Tool+

Blended Mobilities are activities undertaken by participants that include both a physical and remote working element The majority of the activity must be physical This can be recorded on the Participations tab of Mobility Tool+ In the first section, change the Mobility from Physical to Blended. Then input the durations below that. Please be aware that the virtual portion will be eligible for less funding in accordance with 'Annex IV Applicate rates and Addendum' of your Grant Agreement.

Q13) What needs to be included in a Declarations of Attendance?

Declarations of Attendance must state the full name of the participant and the Hosting Organisation, the purpose of the activity as well as the start and end dates of the placement. The declaration must be signed by both the participant and the Host Organisation It should also detail any interruption periods and dates of virtual activities as well as physical activities if virtual activities were undertaken due to Covid 19 restrictions. The details in the Declarations of Attendance must match the details for the participant and activity in Mobility Tool+

Q14) What exchange rate should be used?

When converting costs into Euros for the budget use the Exchange rate provided by the European Commission The applicable rate is the one provided when you last received a pre financing payment, or when your Grant Agreement was signed if you have not received any pre-financing payments in accordance with I.4.9 of your Grant Agreement.

Q15) Where can I find more information on writing the Final Report and submitting it?

Email notifications and reminders are sent to the registered contact person with instructions for completing your Final Report and guidance on how to do this, at set periods before the report is due. Please ensure that the report is submitted within the specified deadline to avoid delays in processing your report and any final payment. We also have a Final Report top tips video you can consult: https://youtu.be/en6-tB_BFw

Primary and System Check questions

Q1) How should I submit documents requested for a Primary Check?

All documents submitted should have a short description, stating what the documents contain They should have identifiable and relevant names and be grouped in appropriate folders. E.g. Relevant activity type and per partner If documents are received and are not easily identifiable the NA may reject the submission.

If you are asked to send documents that include personal data or sensitive information, we always recommend that you use a secure file transfer mechanism and can provide you with a link to a secure SharePoint site when asking you to provide this kind of documentation

Q2) Where can I find information on which documents I should retain in case of checks or audits?

You are required to retain all supporting documents for a period of 3 years from the date of final payment if your grant is less than €60,000, or 5 years for grants over €60,000. This requirement is outlined in Article II.20.2 of your grant agreement. Annex III of the Grant Agreement clearly outlines the supporting documents which must be retained by each partner for each relevant budget heading.

Q3) Are Primary Checks mandatory?

Yes All Primary Checks are mandatory, and compliance is stated within your Grant Agreement. Failure to comply with a request to conduct a check could result in part or all of your grant being made ineligible, and your project being terminated.