Placement Administration and Support System (PASS)

User Guide

System Version 2.0 – 24 January 2019 (v12)

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Contents

1 Introduction

Welcome to the European Solidarity Corps Placement Administration and Support System (PASS).

This system is designed to make it easier for the representatives of authorised organisations like you to search for European Solidarity Corps potential participants for their projects, make contact with them, send offer to them and issue certificates of participations.

Representatives of organisations that have been **awarded with a Quality Label**, accredited under **Erasmus+ Volunteering (KA110)** have access to this system to search for potential participants, contact potential participants and send offers to them and issue certificates of participations. Also, representatives of organisations which **have successfully applied** to one of the **funding programmes that support the European Solidarity Corps** will be given access to PASS.

NOTE: Representatives of organisations that have been awarded with a **Quality Label** or accredited under Erasmus+ Volunteering **(KA110)** are the **Contact Person and Legal Representative linked to the accreditation of the organisation** and not to the project.

The first version of PASS was launched at the beginning of March 2017. A series of upgrades have been made until now and other are planned during the rest of 2019 to add new features to the tool.
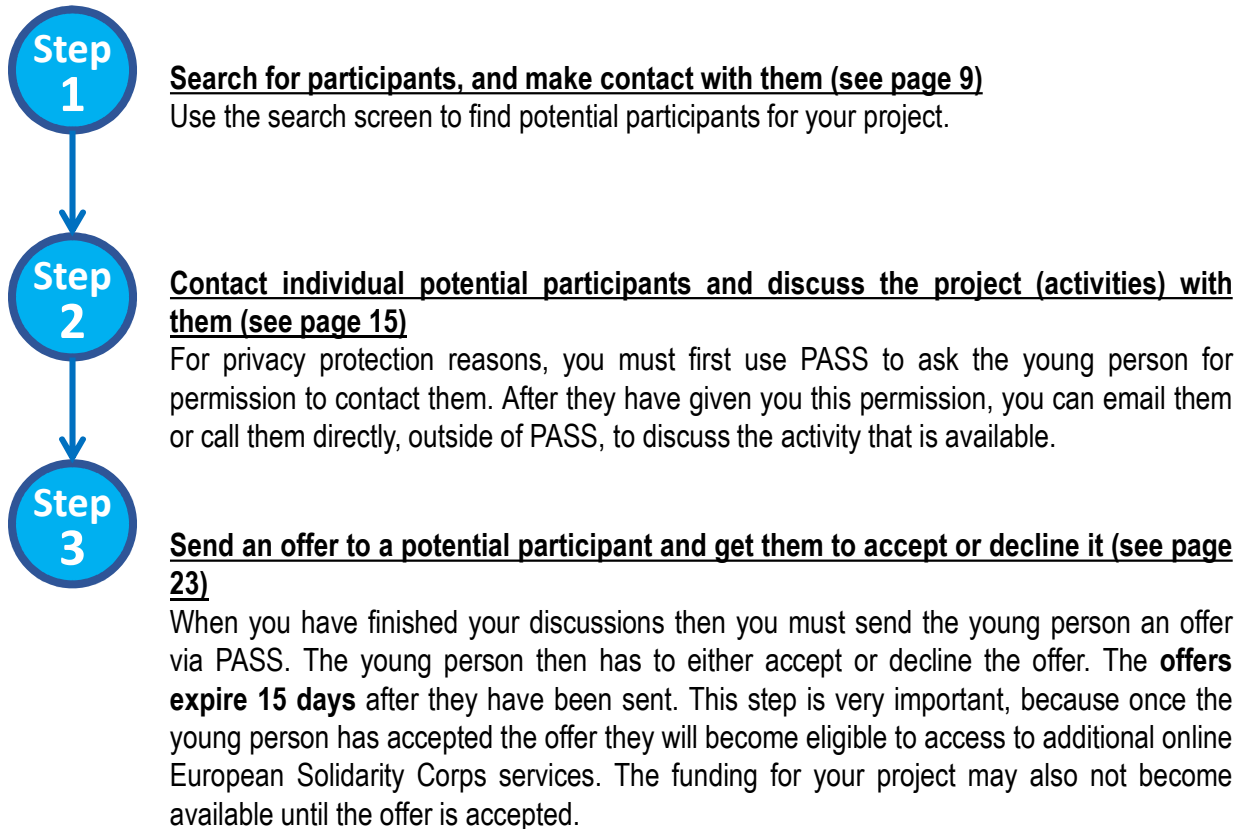
This user manual will be kept up-to-date with these changes, so please make sure you are using the most up to date version.

The most up-to-date version of this manual is always available from the technical support page of the European Solidarity Corps website: http://europa.eu/youth/solidarity/technical-support-public

2 Overview of process

The Placement Administration and Support System is designed to let you search for and make contact with European Solidarity Corps participants, send them offers for various available activities and finally issue certificates of participation.

After you have logged in (see page 4), the following are the key steps to follow in the process:

Step 1

Search for participants, and make contact with them (see page 9)
Use the search screen to find potential participants for your project.

Step 2

Contact individual potential participants and discuss the project (activities) with them (see page 15)
For privacy protection reasons, you must first use PASS to ask the young person for permission to contact them. After they have given you this permission, you can email them or call them directly, outside of PASS, to discuss the activity that is available.

Step 3

Send an offer to a potential participant and get them to accept or decline it (see page 23)
When you have finished your discussions then you must send the young person an offer via PASS. The young person then has to either accept or decline the offer. The **offers expire 15 days** after they have been sent. This step is very important, because once the young person has accepted the offer they will become eligible to access to additional online European Solidarity Corps services. The funding for your project may also not become available until the offer is accepted.

A series of upgrades are planned during 2019 to add a lot of new features to the tool. This user manual will be kept up to date with these changes, so please make sure you are using the most up to date version of this document, available from:

http://europa.eu/youth/solidarity/technical-support-public

3 Before you start…

To help make the most out of using PASS, it would be useful to do the following before you first log in:

- The Contact Person and Legal Representative which are linked to the accreditation (Erasmus+ Volunteering or Quality Label) are provided with access to PASS and not the contact persons/project managers of the project. To access PASS you have to use the email address mentioned in the accreditation.
- If you will access PASS for the first time, please note that you have to create an EU Login account (formally known as ECAS) for the email address mentioned in the accreditation of organisation
- Have a good understanding about the project that you want to fill. In particular, the search will give you better results if you know the following information:
    - The start and end dates of the activity (placement);
    - How long the activity (placement) will last (between 2 and 12 months);
    - The knowledge and experience that you want participants to have;
    - The country where the activity will happen;
    - Any countries which you are specifically searching for potential participants from. This is particularly relevant if you are trying to find a potential participants for a Erasmus+ activity, and need to ensure they come from countries where you already have a relationship with "*sending organisations*";
- Be ready to give the potential participants that you contact information about the planned project, and what they will be offered, for instance for accommodation, travel, insurance cover, training, etc.

Having all of this available before you start to use the system will help you to more easily find the potential participants that are best suited for your particular activities (your project deals with).
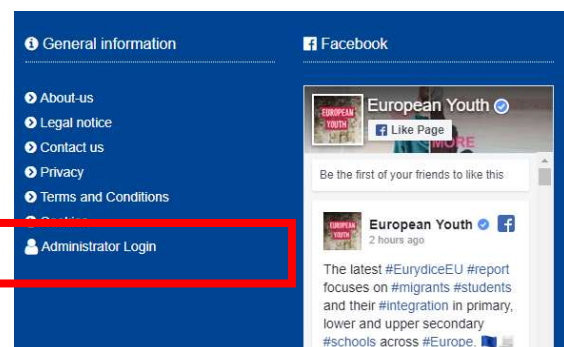
4 Logging in

The Placement Administration and Support System (PASS) requires users to authenticate themselves via the European Commission's secure EU Login system (formerly called ECAS).

After authentication through EU Login, you can only get access to PASS if the email address linked with your EU Login account is one of the email addresses officially (linked emails of the Contact Person and Legal Representative linked to the accreditation) to your organisation in PASS.

- **Organisations holding a Quality Label (ESC52) and the ones accredited under Erasmus+ Volunteering (KA110):** The official email addresses are those of the two persons detailed in the original application for Quality Label or Erasmus+ Volunteering (former called EVS) accreditation – the Legal Representative and the Contact Person. If these need to be updated, for instance because someone leaves and is replaced, please contact the Erasmus+ National Agency in your country, and ask them to update these contact details in your accreditation. These updates will automatically feed through to PASS.

- **Organisations which have successfully applied to one of the funding programmes that support the European Solidarity Corps:** When an organisation is approved to run an European Solidarity Corps project, the Directorate-General overseeing the funding programme informs the PASS administrators that the organisation and the email addresses of its nominated representatives should get access to PASS. If these nominated representatives need to be changed, the organisation should contact the Directorate-General responsible for the funding programme, and ask them to inform the PASS administrators of the changes.

Starting the login process

To login in to PASS, go to the European Solidarity Corps main page: http://europa.eu/youth/solidarity and click on *"Administrator login"* at the **bottom** of the page.

EUROPEAN SOLIDARITY CORPS | **Placement Administration and Support System – User Guide – System version 2.0 – 24 January 2019 (v12)**

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This opens the **EU Login** authentication screen, as shown. Use the email address of your existing EU Login / ECAS account, or if you do not have one, then we recommend that you use the "Create an account" button – you will be asked to verify your email address as part of the set up process.

Use your e-mail address

Next

or... → Create an account

Or

f Facebook

y Twitter

G Google

Or use the eID of your country

Select your country

After you have completed the EU Login authentication process, you will be automatically redirected back to the European Youth Portal.
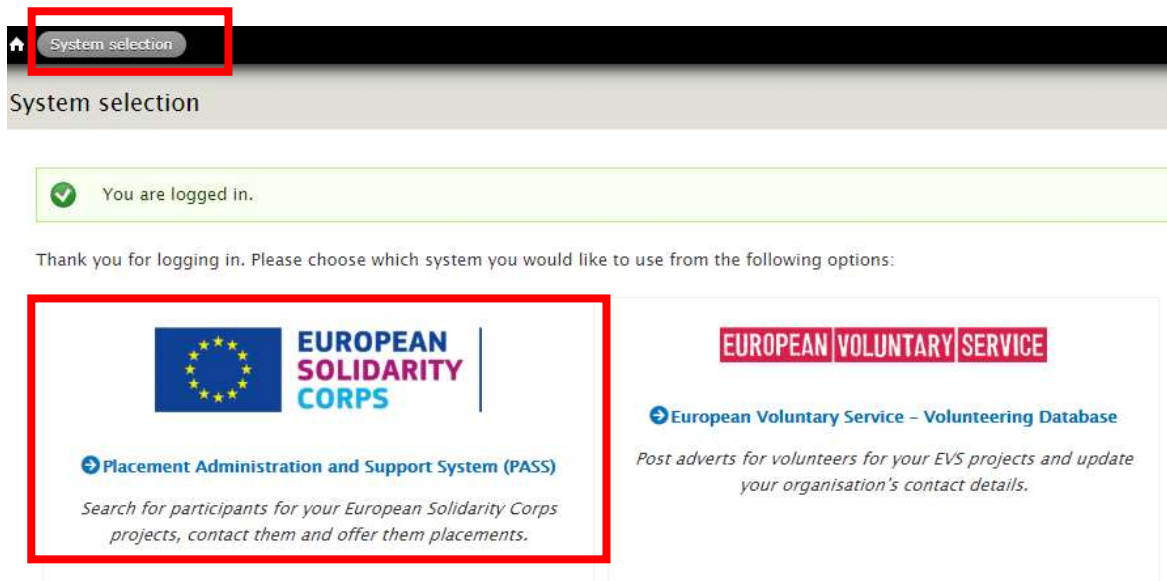
5 System selection

After you have authenticated via EU Login, you will be presented with the "System selection" screen, as shown below.

If you represent an organisation that holds a Quality Label or one that runs projects **funding by programmes that support the European Solidarity Corps,** will see only the option to go to the European Solidarity Corps PASS.

If you represent an organisation which is accredited under Erasmus+ Volunteering (KA110), then you can choose to either enter the European Solidarity Corps PASS tool, or the Volunteering Database of the European Youth Portal.

Note that you can return to this page at any time by clicking on the "System selection" button at the top left of the screen.

6 Welcome screen

When you enter PASS for the very first time, you will be presented with the Welcome screen below.

In order to continue to the rest of PASS, you must tick to confirm that you accept the Mission and Principles of the European Solidarity Corps, and various other statements related to the use and protection of your personal data and that of the young people you find through the system.

You will only be asked to complete this page once. Press "Continue" at the bottom of the screen to move to the next page.

7 Organisation selection

After completing the authentication process, and the Welcome screen (for first-users only) you come to the screen where you can start to use the system.

If you are authorised to administer more than one organisation, then you will see all of the organisations listed here.

From here you can:

1. Search for potential participants
2. Contact them via the Search results screen
3. Send potential participants an offer for an activity
4. Access the list with offers you have sent and corresponding status
5. Issue certificates of participation (*Note that you will see this option only if you have sent at least one offer.*)
6. Access the list with Contact requests you have sent and corresponding status
7. Access the list with the applications received for the opportunities advertised by you

You can also:

8. Access the most up-to-date version of this User Guide and details for additional support.
9. Switch directly to the Volunteering Database (only if your organisation is accredited to run projects under the European+ Volunteering)

Step 1

8 Search for participants

This is where you can start to find participants for your placements.

There are two options: either fill in the search criteria using details of the proposed placement, or search for a specific participant using their unique Participant Reference Number (this is now visible to participants when they log in to their profile.)

Option 1: search using details of the proposed placement

To get the best search results, before you start please check when and where the placement will take place, and other characteristics of the placement.

Once you know this information, complete the search criteria as follows:
(see screen shot on page 11)

1. Funding Programme
You will see a list with all the funding programmes your organisation receives funds for the projects it runs. You should then select the funding programme linked to the project you are searching young people for.

2. Placement type
You must choose whether you are searching for participants who are interested in volunteering or occupational placements. The placement type list is associated to each funding programme. Hence, you will have the possibility to search only for a specific strand.

3. Earliest start date / latest end date / duration
When participants register, they are asked to specify when they are available, in terms of the start date and end date of the period, and the maximum number of months that they are available during this time. This gives participants the flexibility to say, for instance, that they are available for a maximum period of three months during a six month period.

To provide the best results, try to be as precise as possible with the dates and duration. However, if this is not certain, then enter the earliest date that the placement will start, and the latest date that it will end, and the maximum length of the project (in months) between these dates.

The search will then show all participants who are available during the period of the placement, and who have said that they can do a project of the duration. The search results will also show participants whose availability is just outside the placement start and end dates.

Example: a participant gives a period of availability from 01/07/2017 to 31/12/2017, for a maximum of 4 months.

If the placement is for 3 months from 01/08/2017 to 31/10/2017, then the participant will be shown in the search results. But, if the placement is for 5 months, between 01/08/2017 and 31/12/2017, then the participant will not be shown, because their maximum duration is only 4 months.

4. Placement country
Enter the country where the placement will take place. Only participants who have selected that country will appear in the search results.

5. Country of residence
If you need to recruit participants from a particular country (for instance if you have a particular "sending" partner organisation) then specify the country here. Only participants from that country will be shown in the search results.

6. Has a C.V.
If it is important that participants have a CV, than tick this box.

7. Has volunteering motivation (for the occupational strand, the 'Has occupational motivation' label will be displayed)
Specify if the participants should have a volunteering/occupational motivation.

8. Placement topics (choose up to 3)
All placements should contribute to at least one of the themes of the European Solidarity Corps. Please specify which topics your placement covers. You can choose whether the results show participants who have shown an interest in all of the placement topics you specify, or alternatively who have an interest in at least one of them.

9. Knowledge and experience (choose up to 5)
Specify the skills that you require participants to have for your placement. Again, you can choose whether the results show participants who have all of the knowledge and experience that you have specified, or alternatively who have at least one of them.

10. Languages (choose up to 3)
If it is important that participants can speak a particular language, specify it here. Here you can also choose whether the results show participants who have all of the languages that you have specified, or alternatively who have at least one of them.

Option 2 – search using the Participant Reference Number

11. If you know the unique reference number of the participant, you can enter it here to directly see the details of that participant.

See screenshot on next page.

Search screen:

ⓘ Please enter the details about the placement that you want to fill, or search directly using the Participant's Reference Number. The more data you provide, the better the matches will be. Press the "Search" button to find potential participants.

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Searching on behalf of: **TEST ORGANISATION ALPHA**

for a placement funded by: * Erasmus+ Volunteering ▾

Placement type *	Earliest start date *	Latest end date *	Duration (months) *	Placement country *	Country of residence
volunteering ▾				– Select – ▾	– None – ▾

☐ Has a C.V.
☐ Has volunteering motivation

Placement topics *
Choose up to 3

– None – ▾

◉ Show participants who match all
◯ Show participants who match at least one

+ Add

Knowledge and experience
Choose up to 5

– None – ▾

◉ Show participants who match all
◯ Show participants who match at least one

+ Add

Languages
Choose up to 3

– None – ▾

◉ Show participants who match all
◯ Show participants who match at least one
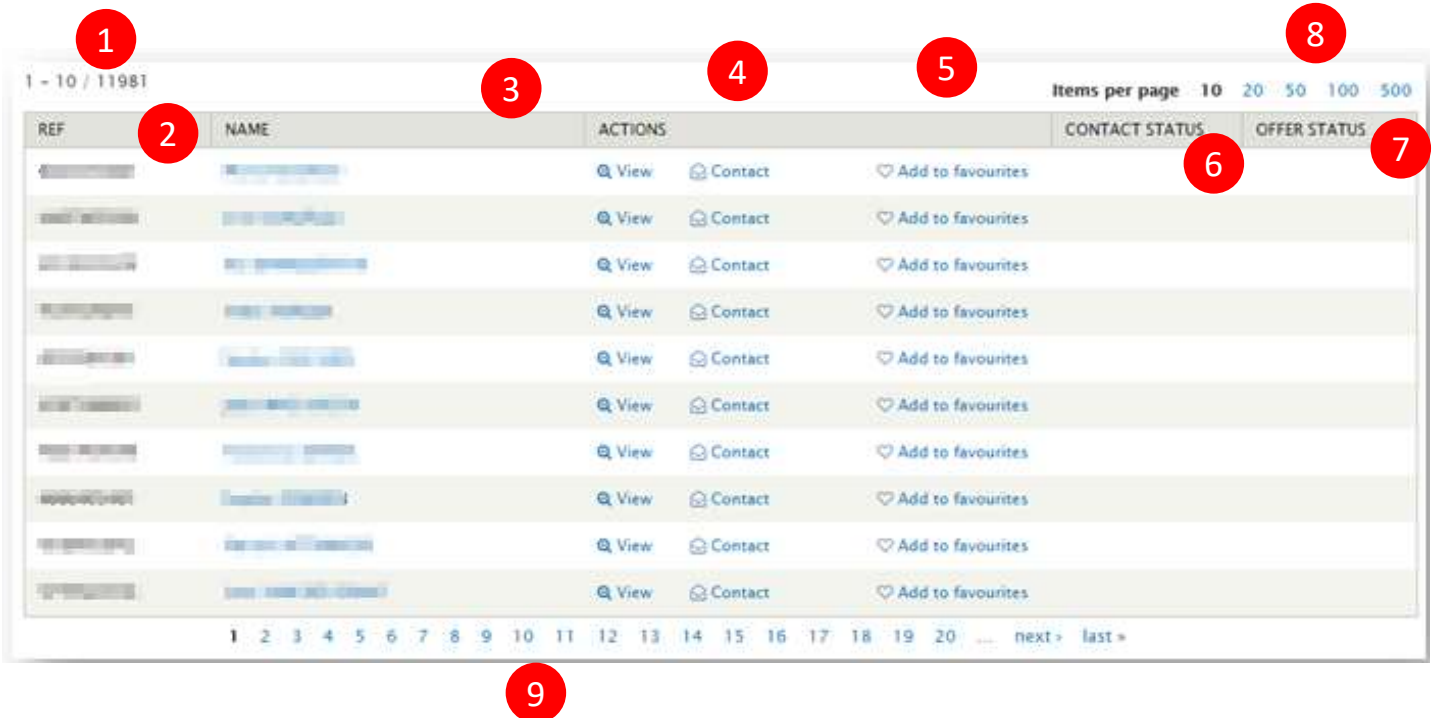
+ Add

Search

Participant reference number *

Search

Search results

After you press "search" you will be presented with a list of participants that match the criteria you have specified, with the best matches shown at the top of the list. Note that the search results will not display the participants that have done a long term Erasmus+ Volunteering activity (former known as EVS).

In the example below you can:

1) See the total number of participants that match the search criteria (this screenshot shows that you are viewing participants ranked 1 to 10 out of a total of 90 results.).
2) See the Participant Reference Number of the participants.
3) See their names and click on their name (or View) to see their full user profile.
4) Make first contact with the participant.
5) Identify the participant as a "favourite" (in future releases there will be a separate screen showing all of the participants listed as favourites by your organisation.)
6) See the contact status and the date when the status has been changed (e.g. Contact sent – 20/04/2017 10:13).
7) See the offer status and the date when the status has been changed (e.g. Offer sent – 25/04/2017 12:34).
8) Change the number of participants shown in one screen.
9) Move between different pages of results.

Participant details

The next page shows the participant details screen.

Here you can see most of the information that the participant has submitted in their profile.

To help protect the privacy of the participant, this page does not show their contact details. If you want to contact them, you must use the "Contact" button displayed on the participant's profile page (1) or the one beside the participant on the results page. (This will be explained more in the next section.)

If the participant has uploaded their CV, you will be able to download and view it.

Participants are free to enter free text in whichever language they choose. To help you better understand what they have written, beside each free text field is a "Translate" button (2). When you click on it, it will open a Google Translate screen pre-filled with the text from the field. Please specify your language in the Google Translate.

PARTICIPANT DETAILS
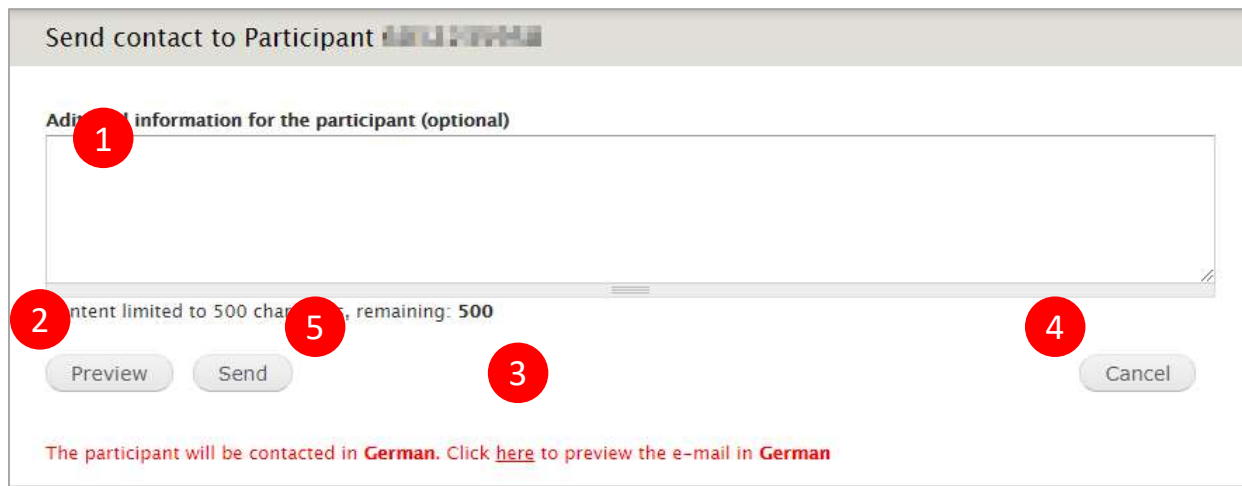
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1

✉ Contact

Participant Reference Number	▮▮▮ ▮▮▮▮▮
Name	▮▮▮▮ ▮▮▮▮
Gender	Male
Date of birth	23/08/1989
Country of residence	Belgium
Nationality	Dutch
Preferred contact language	English
Summary of education and employment experience	Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris pretium hendrerit purus sit amet finibus. Morbi non placerat nunc. Vestibulum justo quam, semper ac semper a, lacinia vel ante. Mauris consequat urna eget ipsum interdum, ut tempor velit dignissim. Mauris et mattis est, interdum nisl. Duis malesuada consequat lectus. Nam viverra rutrum nulla et congue. Suspendisse ut eleifend diam. Cras nec neque sit amet justo pretium sagittis. Nunc sit amet accumsan lacus. Morbi vitae blandit massa. Integer laoreet nisl sed quam faucibus posuere. Donec consectetur consectetur odio ut dictum. Duis ut ultricies mi. Duis tempus vestibulum egestas. Pellentesque dolor erat, imperdiet eu dui sit amet, tempus porta est. Donec vestibulum diam nunc, at blandit n	Translate
Additional information about yourself	Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris pretium hendrerit purus sit amet finibus. Morbi non placerat nunc. Vestibulum justo quam, semper ac semper a, lacinia vel ante. Mauris consequat urna eget ipsum interdum, ut tempor velit dignissim. Mauris et mattis leo. Ut vel elit ultrices, pretium est ac, interdum nisl. Duis malesuada consequat lectus.	Translate

2

Languages	LANGUAGE	LEVEL
	English	advanced
	French (Français)	advanced
	Dutch (Nederlands)	native

Availability	I am available at any time for European Solidarity Corps projects.
Kinds of European Solidarity Corps projects interested in	• Social challenges • Reception and integration of refugees and migrants • Citizenship and democratic participation • Disaster prevention and recovery • Environment and natural protection • Health and wellbeing • Education and training • Employment and entrepreneurship • Creativity and culture • Physical education and sport
Stated experience and knowledge	• Working with children/young people • Working with disabled people • Working with migrants
European Voluntary Service (EVS) experience	No
Countries I want to volunteer in	Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Germany, Denmark, Estonia, Greece, Spain, Finland, France, Croatia, Hungary, Ireland, Iceland, Italy, Liechtenstein, Lithuania, Luxembourg, Latvia, Former Yugoslav Republic of Macedonia, Malta, Netherlands, Norway, Poland, Portugal, Romania, Sweden, Slovenia, Slovakia, Turkey, United Kingdom

Summary of previous volunteering experience	no	Translate
Motivation to volunteer with the European Solidarity Corps	Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris pretium hendrerit purus sit amet finibus. Morbi non placerat nunc. Vestibulum justo quam, semper ac semper a, lacinia vel ante. Mauris consequat urna eget ipsum interdum, ut tempor velit dignissim. Mauris et mattis leo. Ut vel elit ultrices, pretium est ac, interdum nisl. Duis malesuada consequat lectus.	Translate
Uploaded CV	View CV	

9 Contact participants

Step 2

When you have reviewed the results, the next step is to make first contact with the participant. This process is necessary to protect the privacy of the participant.

To make contact, click on the "Contact" button displayed on the participant's profile page or the button beside the participant in the search results screen. The "Send contact to Participant [PRN]' page will be displayed, allowing you to:

1. Write additional information for the participant (this will be sent to the participant together with the generic information from the system).
2. Preview the contact request message. You will see how the email that will be sent to the participant will look like (it will include the information you added, if any, and the generic one)
3. Preview the message (email) in the contact language that the participant specified in his/her profile (e.g. German).
4. Cancel the sending of the contact request, in this case no email will be sent to the participant
5. Send a contact request to the participant by clicking on the "Send" button. You will then see a pop-up button asking you to confirm that you wish to make contact with the participant.

As soon as you confirm, an email, a SMS message (only if the participant specified a mobile phone number and if he/she wants to receive SMS notifications) and a notification European Solidarity Corps mobile app in the will be sent to the participant advising them that your organisation wishes to contact them (see next page for a copy of the email that is sent). It will be sent in the contact language that the participant specified in their profile. At the bottom of the email will be two buttons, "Accept contact" and "Decline contact". The participant have to click on one of the two buttons, and login to the European Solidarity Corps to decide to make their contact details visible to you or not.

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An exact copy of this email will also be sent to your email address, in English.

You will then be informed by email about the participant's decision. In case the participant clicked on "Accept contact", you will receive an email with the participant's contact details – see page 21 for a copy of the Accept email sent by the system. You can then use these details to contact the participant directly to discuss the placement and negociate the terms of it. In case the participant declined the contact request (he/she cliked on the "Decline contact" button), you will also receive an email with the participant's contact details – see page 20 for a copy of the Decline email sent by the system.

'Contact status': After the contact email is sent to the participant, you will see that the contact status and date are updated in the participant's profile page (1) and in the search results (2). This information is updated each time you send a contact request email to the participant via PASS and when the participant answers (accept/decline).

Participant profile - Contact request sent

Search results - Contact request sent

REF	NAME	ACTIONS	CONTACT STATUS	OFFER STATUS
		🔍 View ✉ Contact ♡ Add to favourites	✉ Contact sent – 31/01/2018 12:30	

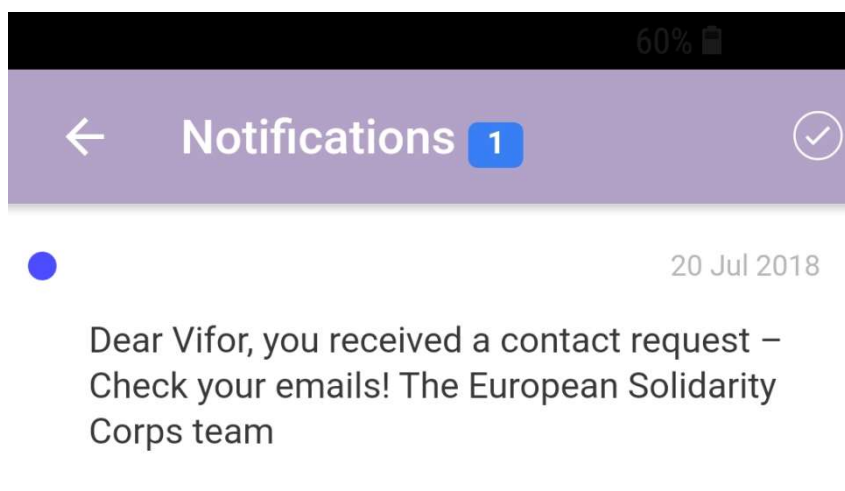1 – 1 / 1   Items per page   20   **50**   100   500

Contact request – SMS notification sent to participants
This is the English version – the SMS will be sent to participants in their preferred contact language.

+32460213830

Friday, 20 July 2018

Dear Vifor, you received a contact request - Check your emails! The European Solidarity Corps team

16:33

Contact request – notification in the European Solidarity Corps mobile app
This is the English version – the notification will be sent to participants in their preferred contact language.

Notifications 1

20 Jul 2018

Dear Vifor, you received a contact request – Check your emails! The European Solidarity Corps team

Contact request email sent to participants

This is the English language version – the actual email will be sent to the participants in their preferred contact language.

Email sent to organisations when a contact is accepted

Email sent to organisations when a contact is declined

Dear ~~Test Organisation alpha~~

We are sorry to inform you that the participant below has declined your contact through the European Solidarity Corps.

You may wish to contact someone else from the pool of European Solidarity Corps participants.

Very best wishes

European Solidarity Corps

PARTICIPANT DETAILS

Full name: ~~████~~

Participant Reference Number: ~~████~~

You have received this because your email address has been used to register with the European Solidarity Corps. To stop

10 View the list with contact requests and their status

Note that the 'Contacts list' option (1) will be displayed in the table on the homepage of PASS only if you have sent at least one contact request to a participant.

If you are authorised to manage placements for more than one organisation, you will see all of the organisations listed below. Follow the three steps for the organisation you want to manage placements for.

NAME	ACTIONS				
Test Organisation Alpha	**1** **2** Q Search and Contact	**3** ● Send an offer	♥ Offers	▣ Certificates	☰ Contacts list **1**

Click on the 'Contacts list' option to view the list with all contact requests sent so far and corresponding status.

The information is structured in:
- Filter section, that allows you to search by PRN (1) and Participant last name (2) and filter the information based on the status (3) of contact requests (sent, accepted, declined);
- Overview/ summary of the status of the contact requests sent so far as total numbers (4) section : Sent contacts(not answered), Accepted contacts and Declined contacts.
- Detailed information about each contact request sent (5) section: Date contact sent, PRN, Participant name, Contact status, Date contact accepted/declined.

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Viewing contacts of: **TEST ORGANISATION ALPHA**

PRN **1**   **Participant last name** **2**   **Contact status** **3**
─ All ─ ▼

Filter   Clear

TYPE	AMOUNT
Sent contacts (not answered)	**4** 34
Accepted contacts	4
Declined Contacts	1

5 DATE CONTACT SENT	PRN	PARTICIPANT NAME	CONTACT STATUS	DATE CONTACT ACCEPTED / DECLINED
15/10/2018 17:06 CEST			Accepted	15/10/2018 17:08 CEST
20/09/2018 17:55 CEST			Accepted	20/09/2018 17:57 CEST
20/09/2018 17:45 CEST			Accepted	20/09/2018 17:45 CEST
14/09/2018 16:55 CEST			Sent	
14/09/2018 16:06 CEST			Accepted	14/09/2018 16:07 CEST

Step 3

11 Send an offer for an activity

After you have come to an agreement with the participant about the placement, you must make an offer to them through PASS.

This final step is very important because:

- It is part of the process to trigger the payment of funds for placements;
- It may, in the future, unlock special features for the participant, such as access to special training

The sending of the offer is split in 5 steps process (4 steps for the projects run under other funding programmes that support the European Solidarity Corps). The system guides you through each step:

1. **Registrant and funding programme:** specify the PRN of the potential participant and the funding programme
2. **Project information:** specify the Action and Activity type
3. **Offer information:** specify the dates of the of the activity, topics, short description of the activity/project
4. **Location:** specify the organisation, country, city (including the address)where the activity will take place
5. **Review and send the offer:** review the information you have filled in and send the offer to the potential participant

The potential participant will receive an email in their preferred contact language informing them that your organisation has made them an offer - see page 24 for a copy of the email. At the bottom of the email will be two buttons, "Accept offer" and "Decline offer". The potential participant has to click on one of the two buttons, and login to the European Solidarity Corps to confirm their choice. (This is for security reasons.) You will receive a copy of this email in English.

You will then be informed by email about the decision - see pages 25 and 26 for copies of the Accept and Decline emails sent by the system.
The offer is technically limited to **15 days**, after which time the unique codes that link the participant to the offer will no longer work. Also, the offer is linked specifically to the participant, and they cannot share it with anyone else.

If the participant declines the offer, or does not respond within 15 days, you can either send them a new offer or send an offer to a different participant.

After the offer is sent to the participant, the 'Offer status' and the according date is updated in the search results (1). This is updated when the user accepts/declines the offer or when the offer expires.

1 – 1 / 1			Items per page	10 20 **50** 100 500
REF	**NAME**	**ACTIONS**	**CONTACT STATUS**	**OFFER STATUS**
4117105442		🔍 View ✉ Contact ♡ Add to favourites	⊘ Contact accepted – 22/08/2017 15:49	✹ Offer Sent – 22/08/2017 15:57

I. Send offer for European Solidarity Corps funded projects (Volunteering, Traineeship or Jobs):

NOTE:

➢ You can send offer only for an approved grant (project).The information about the project, such as Project code, Action, Action type are automatically retrieved from the Mobility Tool+, so you do not need to enter them manually.

➢ After, a young person accepts the offer you sent, his/her data will be sent to the Mobility Tool and you will have the possibility to link them to the right project & activity. Please consult the Mobility Tool guide, so you find all the information on how to work with it.

The sending of the offer is split in 5 steps process. You will be guided by the system through each step

① Registrant and funding programme — ② Project information — ③ Offer information — ④ Location — ⑤ Review

1. Registrant and funding programme

The system will automatically display a list with all your approved project funded under European Solidarity Corps. If you don't have yet one, the system will not allow you to send any offer.

Example: the organisation holds a Quality Label for Volunteering, Traineeship and Jobs, have applied for a grant agreement, but it is not approved yet (project not approved yet).

① Registrant and funding programme — ② Project information —
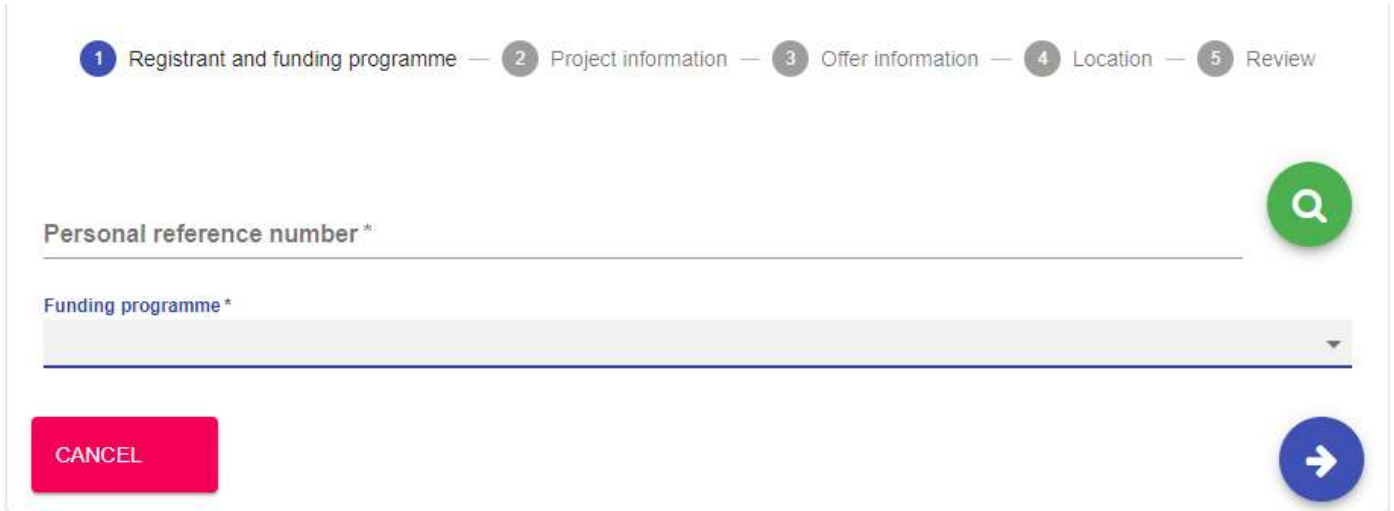
Personal reference number *

| None |
| European Solidarity Corps / Volunteering ⚠ There is no approved ESC project linked with your organisation. |
| European Solidarity Corps / Traineeship ⚠ There is no approved ESC project linked with your organisation. |
| European Solidarity Corps / Job ⚠ There is no approved ESC project linked with your organisation. |

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If your project have been approved (grant approved), you have the possibility to send offer to the potential participants:
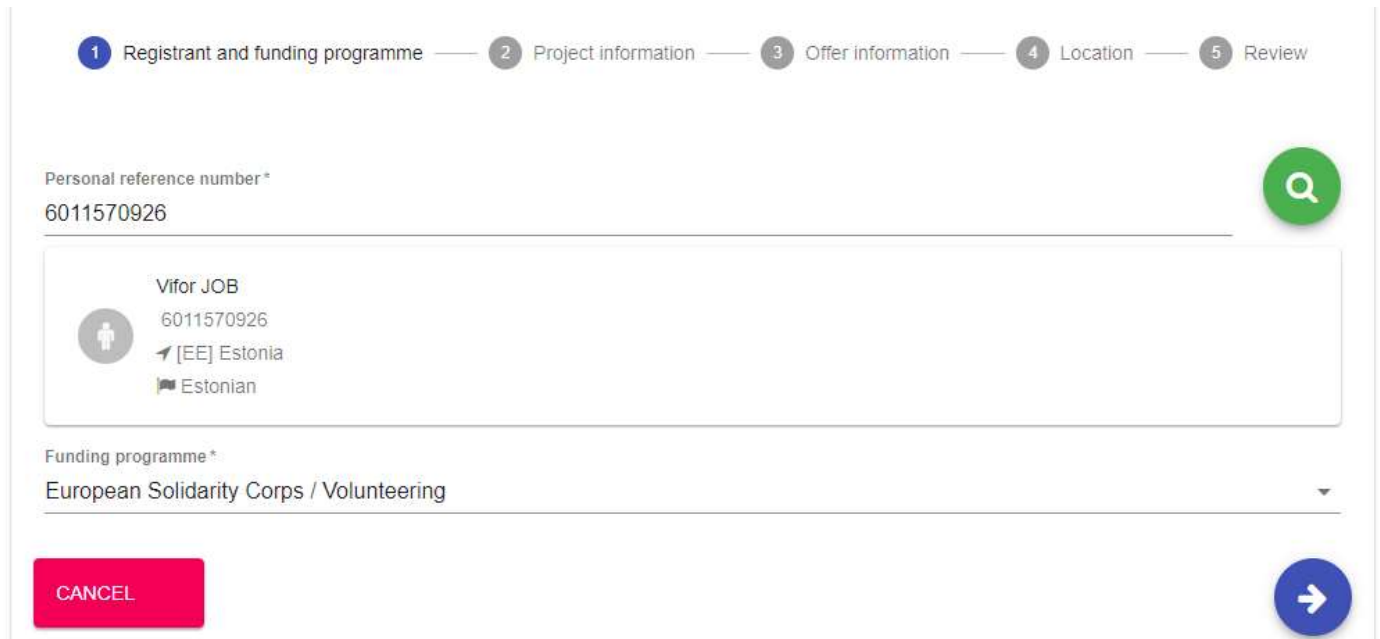
- Type the PRN in the 'Personal reference number' box and press 'Search' button and the basic information of the registered candidate (such as full name, PRN, country of residence and nationality) will be displayed
- Select the funding programme under which the project runs (possible values *European Solidarity Corps/ Volunteering, European Solidarity Corps/Jobs, European Solidarity Corps/Traineeship*)

Example: Potential participant data and funding programme
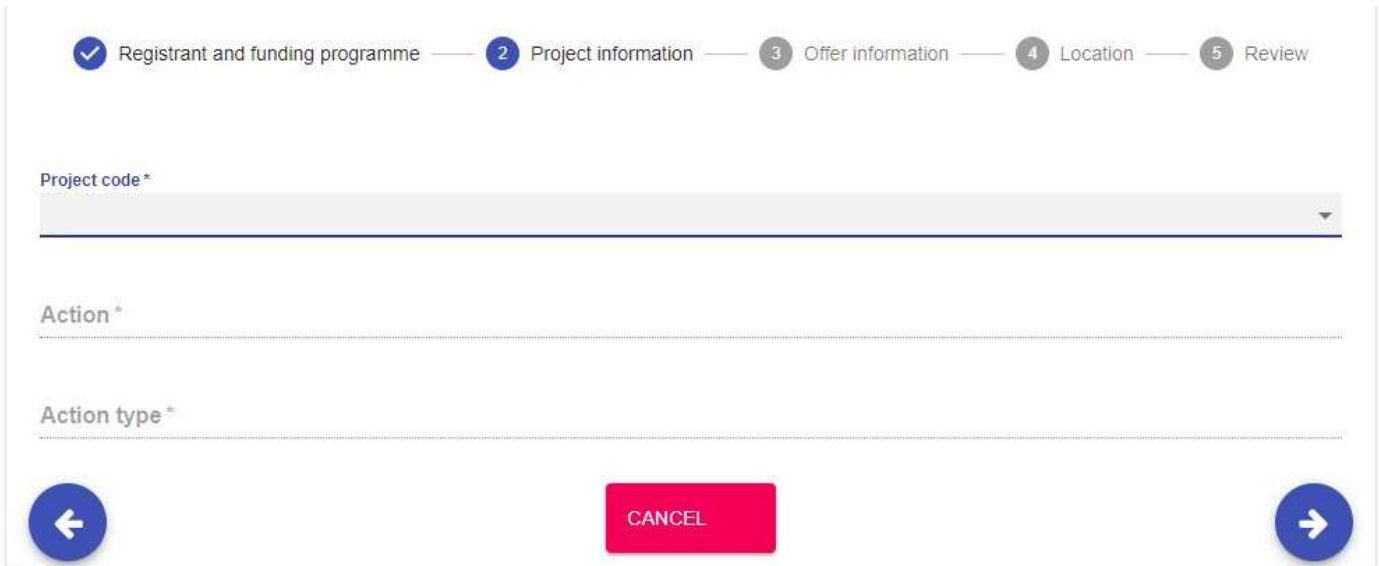
- Click on the 'Next' button to go to the next step ('Project information'), or on
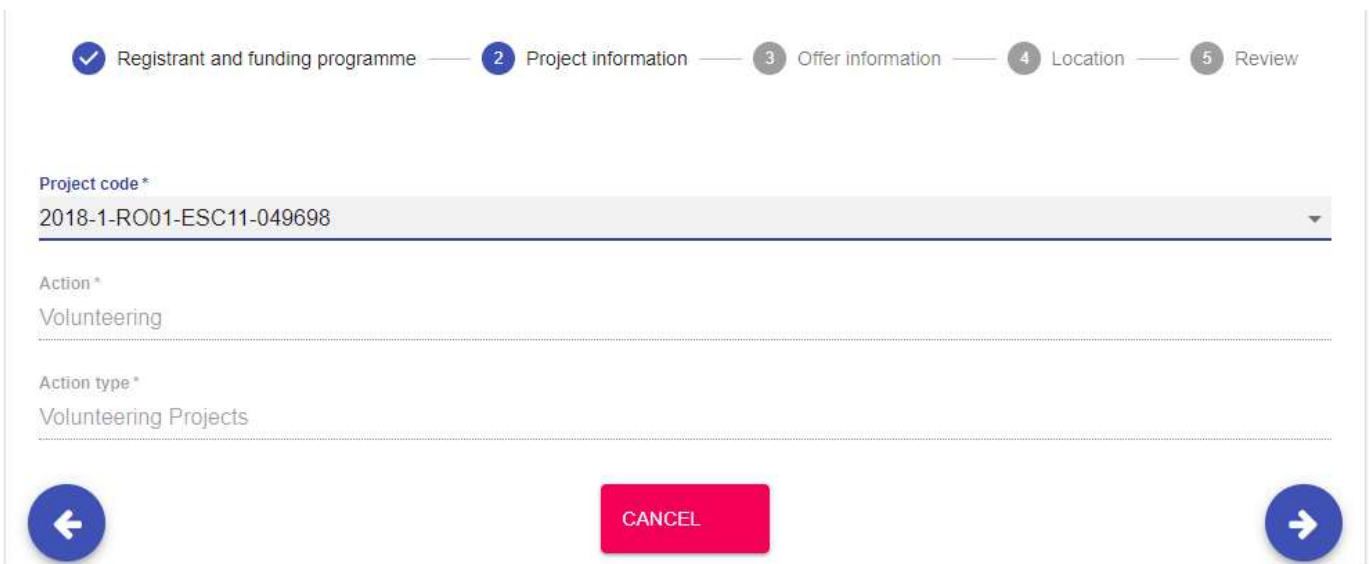- The 'Cancel' to cancel the sending of the offer

2. Project information:

In this step you have to specify a project and the Action and Action type linked to the project.

- Select a project code from the 'Project code list' (note that the list contains only the codes of approved projects)
- The system will automatically provide the associated Action and Action type;
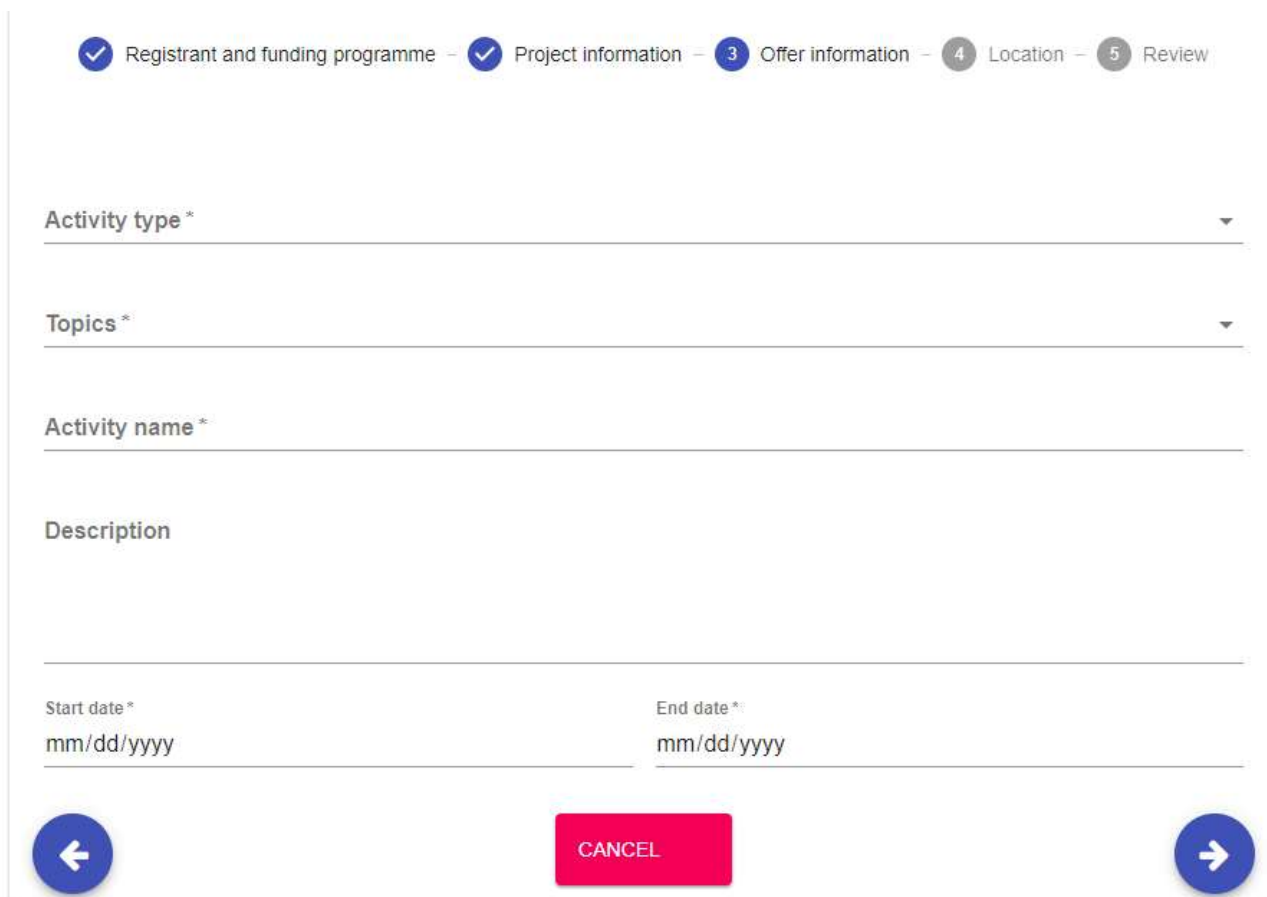
Example: Project code selected and the Action and Action type fields filled in with information

- Click on the 'Next' button to go to the next step ('Offer information'), or on
- The 'Back' to go to the previous section ('Registrant and funding programme'), or on
- The 'Cancel' to cancel the sending of the offer

3. Offer information:

In this step you should specify the activity type (e.g. Individual Volunteering), the topics and the type some more details that will help the potential participant to understand the scope of the activity he/she is offered.

- Activity type: select the type of the activity (e.g. Individual Volunteering)
- Topics: you have to select at least one topic (maximum 3) for the activity you send the offer;
- Activity name: provide a title for the offer you will send
- Description: we recommend you to provide more information about the project/activity the potential participant is will be involved
- Start date & End date: select the start date and end date for the activity in which the participant will take part

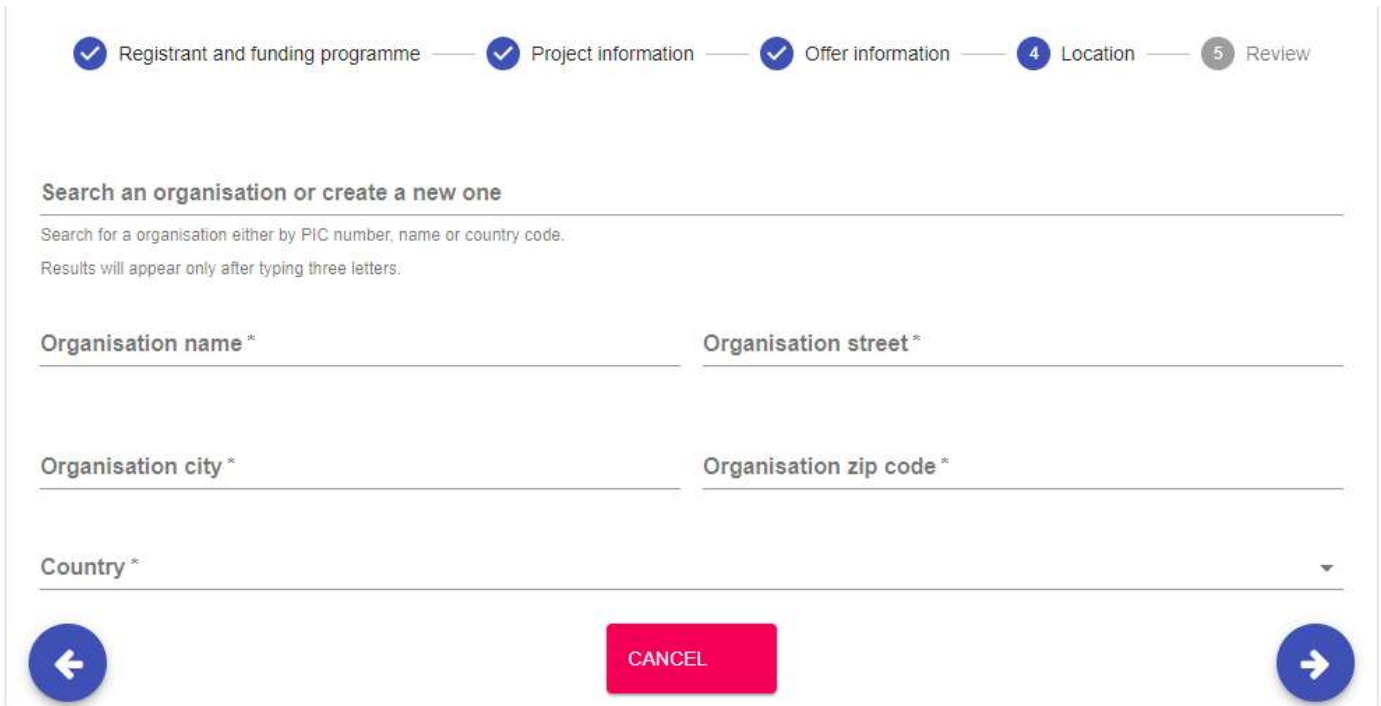Example: offer information (Activity type, Topics, Activity name, Description, Start/End date)

- Click on the 'Next' button to go to the next section ('Location'), or on
- The 'Back' to go to the previous section ('Project information'), or on
- The 'Cancel' to cancel the sending of the offer

4. Location

In this section you have to provide the information about the place where the activity will take place, such as organisation name and address (country, city, country).

Note: Check first if the organisation name is already in the system. So, type the organisation name or its PIC number in the '**Search an organisation or create a new one'** filed.

If you find the organisation name, then the system will automatically filled in the address of the organisation (e.g. City, street, zip code, country).

If you don't find the organisation name, then:
- Type the organisation name in the '**Search an organisation or create a new one'** filed
- Type the details address of the organisation in the fields
  - Organisation street
  - Organisation city
  - Organisation zip code
  - Country

- Click on the 'Next' button to go to the next step ('Review'), or on
- The 'Back' to go to the previous section ('Location'), or on
- The 'Cancel' to cancel the sending of the offer

Example – create new organisation

Example – fields filled in – an existing organisation

- Click on the 'Next' button to go to the next step ('Review'), or on
- The 'Back' to go to the previous section ('Location'), or on
- The 'Cancel' to cancel the sending of the offer

4. Review (the information)

In this step you can review the information you have filled in and in case you have missed something and you want to update you can do it by clicking on 'Previous' button.
- If all the information is correct, you can send the offer to the potential participant by clicking on the '**Send**' button.
- By clicking on the 'Cancel' button will close the current page, and no offer will be sent
- By clicking on the 'Previous' button will close to go to the previous section ('Location')

Registrant	
Vifor JOB	
6011570926	
[EE] Estonia	
Estonian	

Funding programme	European Solidarity Corps / Volunteering

Project

Project code	2018-1-RO01-ESC11-049698
Action	Volunteering
Action type	Volunteering Projects

Activity

Activity type	Individual Volunteering
Topics	Climate action, environment and nature protection
	Disaster prevention, preparedness and recovery
	Employability and entrepreneurship
Activity name	Demo – activitity
Description	Demo – here you need provide more information about the activity/project
Starting	2019-02-01
Ending	2019-04-30

Location

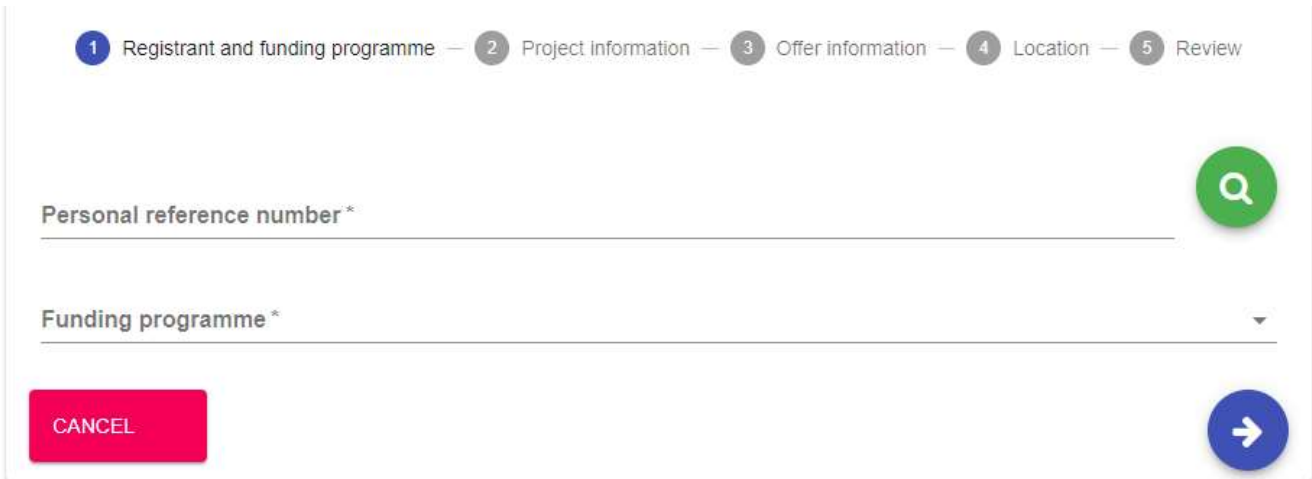|	
Name	Test organisation Beta
Street	Industri vagen
Postal Code	10000
City	Solna
Country	[SE] Sweden

CANCEL   SEND ✔

II. Send offer for Erasmus+ Volunteering funded projects

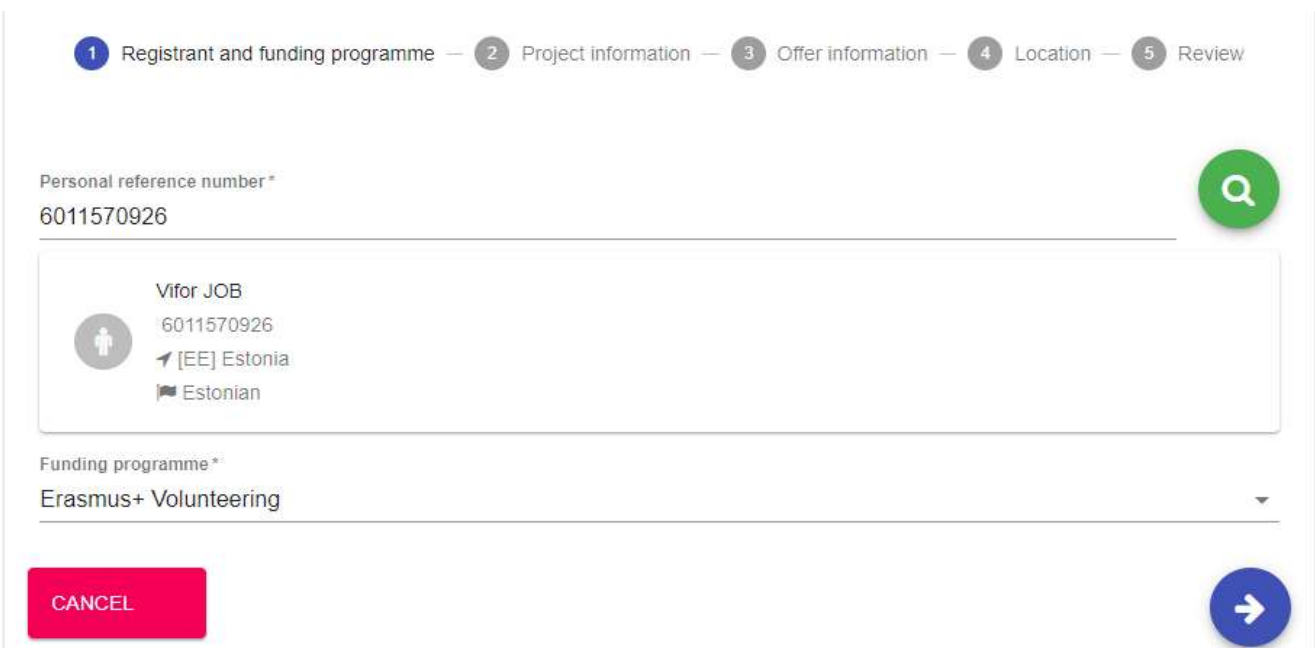*The sending of the offer is split in 5 steps process. You will be guided by the system through each step*

① Registrant and funding programme ─── ② Project information ─── ③ Offer information ─── ④ Location ─── ⑤ Review

1. Registrant and funding programme

- Type the PRN in the 'Personal reference number' box and press 'Search' button and the basic information of the registered candidate (such as full name, PRN, country of residence and nationality) will be displayed
- For 'Funding programme', select ' Erasmus+ Volunteering' option

① Registrant and funding programme ── ② Project information ── ③ Offer information ── ④ Location ── ⑤ Review

Personal reference number *

Funding programme *

CANCEL

Example: Potential participant data and funding programme

① Registrant and funding programme ── ② Project information ── ③ Offer information ── ④ Location ── ⑤ Review

Personal reference number *
6011570926

Vifor JOB
6011570926
[EE] Estonia
Estonian

Funding programme *
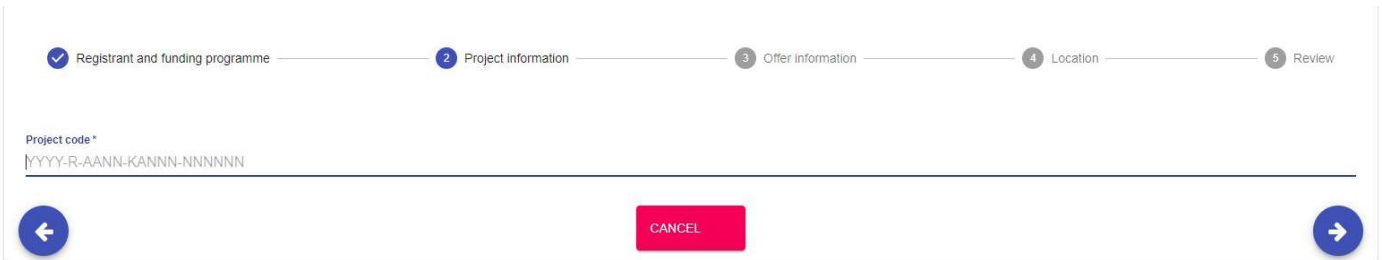Erasmus+ Volunteering

CANCEL

- Click on the 'Next' button to go to the next step ('Project information'), or on
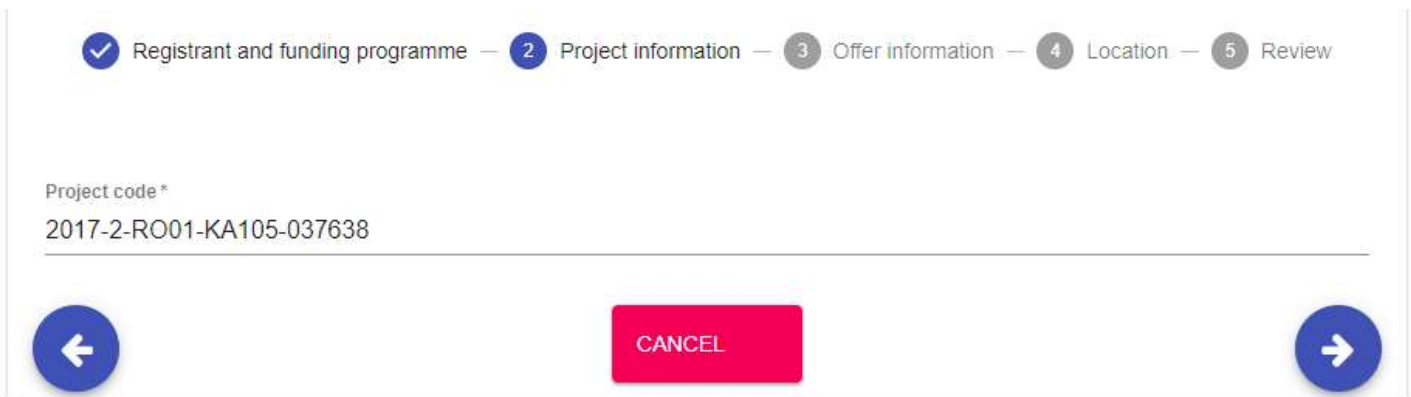- The 'Cancel' to cancel the sending of the offer

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2. Project information:

In this step you have to specify the project code ('Project code' field) for which you want to send the offer. The format of the project code should be **YYYY-R-AANN-KANNN-NNNNNN**

Please note that the system will validate if the format of the project code is correct or not.
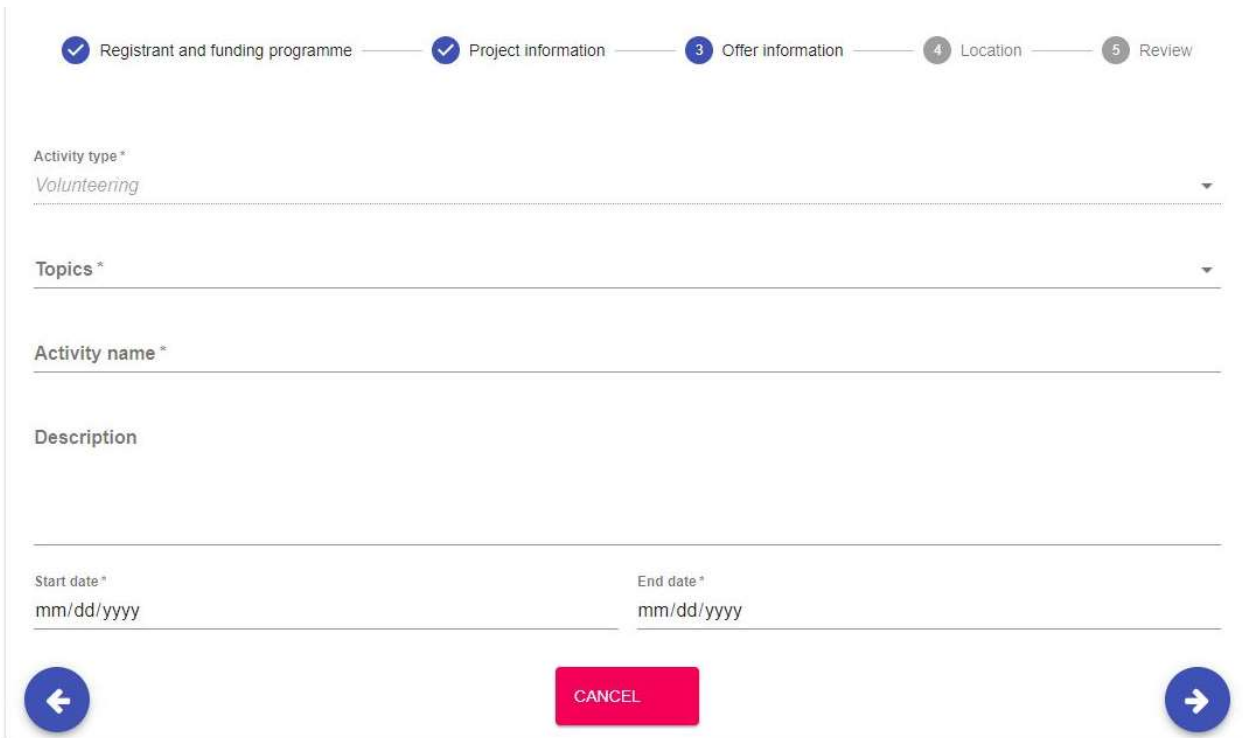

Example: project code filled in

- Click on the 'Next' button to go to the next step ('Offer information'), or on
- The 'Back' to go to the previous section ('Registrant and funding programme'), or on
- The 'Cancel' to cancel the sending of the offer

3. Offer information:

In this step you should specify information about offer such as the activity type (it will be always 'Volunteering'), the topics and the type some more details that will help the potential participant to understand the scope of the activity he/she is offered.

- Activity type: select the type of the activity (e.g. Individual Volunteering)
- Topics: you have to select at least one topic (maximum 3) for the activity you send the offer;
- Activity name: provide a title for the offer you will send
- Description: we recommend you to provide more information about the project/activity the potential participant will be involved
- Start date & End date: select the start date and end date for the activity the participant will take part

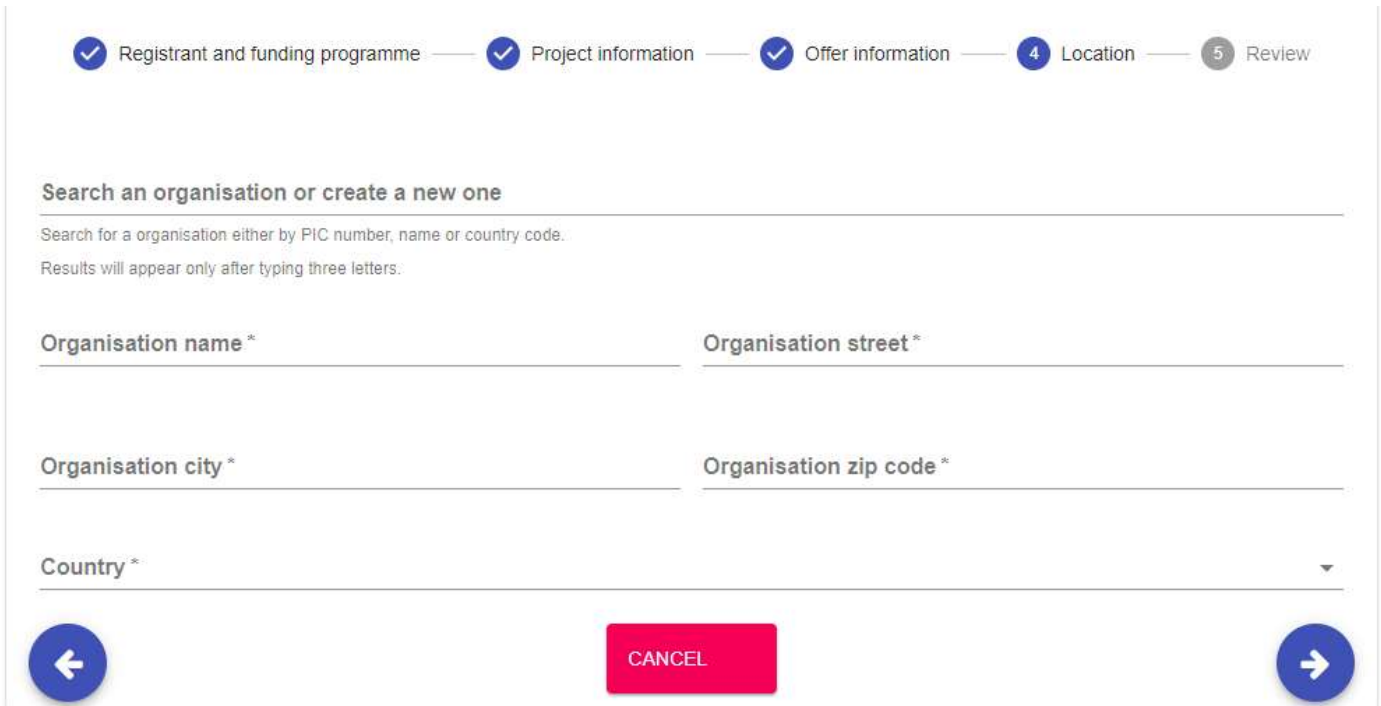Example: offer information (Activity type, Topics, Activity name, Description, Start/End date)

- Click on the 'Next' button to go to the next section ('Location'), or on
- The 'Back' to go to the previous section ('Project information'), or on
- The 'Cancel' to cancel the sending of the offer

4. Location

In this section you have to provide the information about the place where the activity will take place, such as organisation name and address (country, city, country).

Note: Check first if the organisation name is already in the system. So, type the organisation name or its PIC number in the '**Search an organisation or create a new one'** filed.

If you find the organisation name, then the system will automatically filled in the address of the organisation (e.g. City, street, zip code, country).

If you don't find the organisation name, then:
- Type the organisation name in the '**Search an organisation or create a new one'** filed
- Type the details address of the organisation in the fields
    - Organisation street
    - Organisation city
    - Organisation zip code
    - Country

- Click on the 'Next' button to go to the next step ('Review'), or on
- The 'Back' to go to the previous section ('Location'), or on
- The 'Cancel' to cancel the sending of the offer

Example – create new organisation

Example – fields filled in – an existing organisation

- Click on the 'Next' button to go to the next step ('Review'), or on
- The 'Back' to go to the previous section ('Location'), or on
- The 'Cancel' to cancel the sending of the offer

4. Review (the information)

This step you can review the information you have filled in and in case you have missed something and you want to update you can do it by clicking on 'Previous' button.
- If all the information is correct, you can send the offer to the potential participant by clicking on the '**Send**' button.
- By clicking on the 'Cancel' button will close the current page, and no offer will be sent
- By clicking on the 'Previous' button will close to go to the previous section ('Location')

III. Send offer for projects funded by the programmes that support the European Solidarity Corps

The organisations are already linked to the Funding Programme under they run the project:
- EU programme for Employment and Social Innovation (EaSI)
- LIFE programme
- European Agricultural Fund for Rural Development
- Europe for Citizens programme
- Asylum, Migration and Integration Fund (AMIF)
- Interreg Volunteer Youth
- EU Health programme

The sending of the offer is split in 4 steps process. You will be guided by the system through each step

1. **Registrant and funding programme:** specify the PRN of the potential participant and the funding programme
2. **Offer information:** specify the dates of the of the activity, topics, short description of the activity/project
3. **Location:** specify the organisation, country, city (including the address)where the activity will take place
4. **Review and send the offer:** review the information you have filled in and send the offer to the potential participant

III. Send offer for projects funded by the programmes that support the European Solidarity Corps

The organisations are already linked to the Funding Programme under they run the project:
- EU programme for Employment and Social Innovation (EaSI)
- LIFE programme
- European Agricultural Fund for Rural Development
- Europe for Citizens programme
- Asylum, Migration and Integration Fund (AMIF)
- Interreg Volunteer Youth
- EU Health programme

The sending of the offer is split in 4 steps process. You will be guided by the system through each step

1 Registrant and funding programme ──── 2 Offer information ──── 3 Location ──── 4 Review

1. **Registrant and funding programme:** specify the PRN of the potential participant and the funding programme
2. **Offer information:** specify the dates of the of the activity, topics, short description of the activity/project
3. **Location:** specify the organisation, country, city (including the address)where the activity will take place
4. **Review and send the offer:** review the information you have filled in and send the offer to the potential participant

- Type the PRN in the 'Personal reference number' box and press 'Search' button and the basic information of the registered candidate (such as full name, PRN, country of residence and nationality) will be displayed
- Select the funding programme under which the project runs (e.g. LIFE programme)

Example – fields filled in with Personal Reference Number (PRN) and a funding programme (in this case LIFE programme)
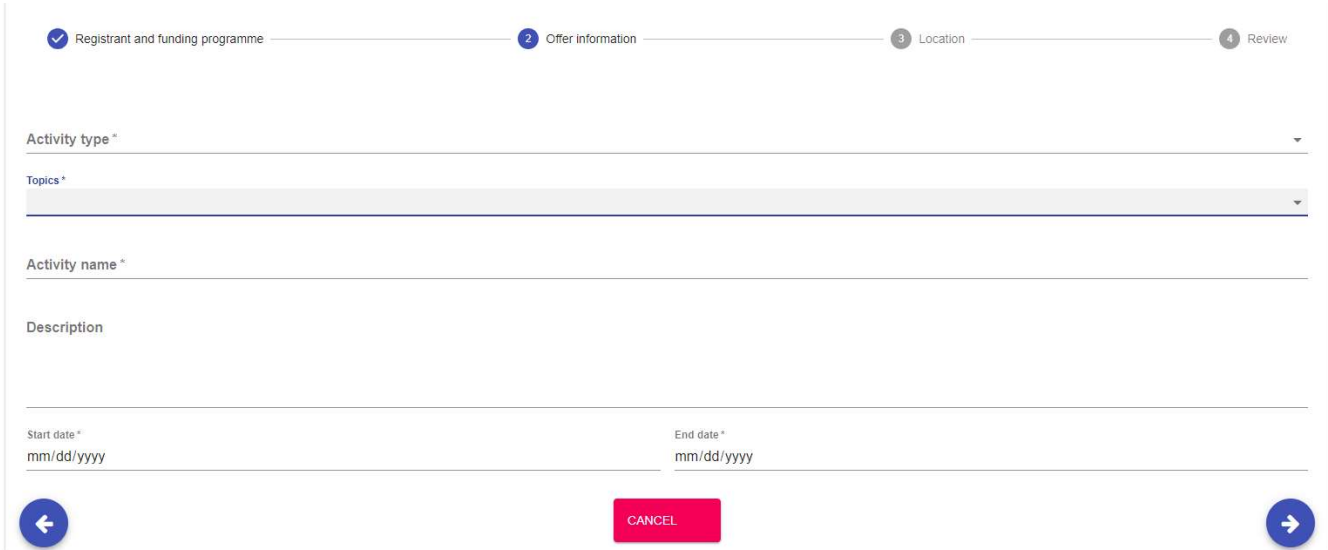
- Click on the 'Next' button to go to the next step ('Offer information'), or on
- The 'Cancel' to cancel the sending of the offer

2. Offer information

In this step you should specify information about offer such as the activity type (such as 'Volunteering' or ' Traineeship' or 'Jobs'), the topics and the type some more details that will help the potential participant to understand the scope of the activity he/she is offered.

- Activity type: select the type of the activity (e.g. 'Volunteering')
- Topics: you have to select at least one topic (maximum 3) for the activity you send the offer;
- Activity name: provide a title for the offer you will send
- Description: we recommend you to provide more information about the project/activity the potential participant is offered to and will be involved
- Start date & End date: select the start date and end date for the activity the participant will take part

Example: offer information (Activity type, Topics, Activity name, Description, Start/End date)

- Click on the 'Next' button to go to the next section ('Location'), or on
- The 'Back' to go to the previous section ('Project information'), or on
- The 'Cancel' to cancel the sending of the offer

3. Location

In this section you have to provide the information about the place where the activity will take place, such as organisation name and address (country, city, country).

Note: Check first if the organisation name is already in the system. So, type the organisation name or its PIC number in the '**Search an organisation or create a new one'** filed.

If you find the organisation name, then the system will automatically filled in the address of the organisation (e.g. City, street, zip code, country).

If you don't find the organisation name, then:
- Type the organisation name in the '**Search an organisation or create a new one'** filed
- Type the details address of the organisation in the fields
  - Organisation street
  - Organisation city
  - Organisation zip code
  - Country

- Click on the 'Next' button to go to the next step ('Review'), or on
- The 'Back' to go to the previous section ('Offer information'), or on
- The 'Cancel' to cancel the sending of the offer

Example – create new organisation

Registrant and funding programme ───── Offer information ───── 3 Location ───── 4 Review

Search an organisation or create a new one

test organisation b

- (Create a new **organisation**:) **test** organisation **b**

Search for a organisation either by PIC number, name or country code.
Results will appear only after typing three letters.

Organisation name *

test organisation b

Organisation street *

Organisation city *

Organisation zip code *

Country *

CANCEL

Example – fields filled in – an existing organisation

Registrant and funding programme ───── Offer information ───── 3 Location ───── 4 Review

Search an organisation or create a new one

Test organisation Beta

Search for a organisation either by PIC number, name or country code.
Results will appear only after typing three letters.

Organisation name *

Test organisation Beta

Organisation street *

Industri vagen

Organisation city *

Solna

Organisation zip code *

10000

Country *

[SE] Sweden

CANCEL

- Click on the 'Next' button to go to the next step ('Review'), or on
- The 'Back' to go to the previous section ('Offer information'), or on
- The 'Cancel' to cancel the sending of the offer

4. Review (the information)

This step you can review the information you have filled in and in case you have missed something and you want to update you can do it by clicking on 'Previous' button.
- If all the information is correct, you can send the offer to the potential participant by clicking on the '**Send**' button.
- By clicking on the 'Cancel' button will close the current page, and no offer will be sent
- By clicking on the 'Previous' button will close to go to the previous section ('Location')

✓ Registrant and funding programme ——— ✓ Offer information ——— ✓ Location ——— ④ Review

Registrant

Vifor JOB
6011570926
⌖ [EE] Estonia
⚑ Estonian

Funding programme	LIFE programme

Activity

Activity type	Volunteering
Topics	Environment and natural protection
Activity name	Demo – specify a title for the activity
Description	Demo – here you have to provide more information about the activity/project
Starting	2019-02-01
Ending	2019-05-31

Location

Name	Test organisation Beta
Street	Industri vagen
Postal Code	10000
City	Solna
Country	[SE] Sweden

←   CANCEL   SEND ✓

Offer email sent to participants

Email sent to organisations when an offer is accepted

European Solidarity Corps – offer accepted

Offer accepted

Dear ▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓

We are delighted to inform you that the participant below has accepted your offer of a placement through the European Solidarity Corps.

Please contact the participant directly to finalise arrangements to begin the placement.

We hope that you and the participant have a great experience through the European Solidarity Corps!

Very best wishes

European Solidarity Corps

PARTICIPANT DETAILS

Name: ▓▓▓▓▓▓▓▓

Participant number: ▓▓▓▓▓

Email address: ▓▓▓▓▓▓▓

Placement details

Placement name: Demo activity

From: 24/01/2019 **To:** 28/03/2019

Topic(s): Creativity and culture, Access for disadvantaged, Economic and financial affairs (incl. funding issues)

You have received this because your email address has been used to register with the European Solidarity Corps. To stop receiving contact requests or placement offers from authorised organisations, please login to your European Solidarity Corps profile and either set your profile to be invisible to searching organisations, or change your contact permissions to stop receiving any communications about the Corps.

Email sent to organisations when an offer is declined

Offer declined

Dear ~~Test Organisation Name~~

We are sorry to inform you that the participant below has declined your offer of a placement through the European Solidarity Corps.

If you wish you can get in touch with the participant again and afterwards send them a new offer.

Or you may wish to contact someone else from the pool of European Solidarity Corps participants.

Very best wishes

European Solidarity Corps

PARTICIPANT DETAILS

Name: ~~redacted~~

Participant Reference Number: ~~redacted~~

Email address: ~~redacted~~

Placement details

Placement name: ~~redacted~~

From: 01/08/2017 To: 19/07/2018

Address: ~~redacted~~

Topic(s): Citizenship and democratic participation

12 View the list with offers sent and their status

Note that the 'Offers' option (1) will be displayed in the table on the homepage of PASS only if you have sent at least one contact request to a participant.

Click on the 'Offers' option to view the list with all contact requests sent so far and corresponding status.

The information is structured in:
- Filter section, that allows you to search by PRN (1) and Participant last name (2) and filter the information based on the status of offers (sent, accepted, declined) section (3);
- Detailed information about each offer (4) section: Placement name, Participant (name), PRN, Offer sent date, offer expiration date, offer status, offer accepted/declined date, actions.
- 'Generate certificate' (5) option is available for each accepted offer, so you can issue an European Solidarity Corps certificate from this section too.

13 Receive participant's interest for a placement

Participants have the possibility to search and express their interest for European Solidarity Corps placement opportunities advertised by your organisation through the Volunteering Database.

Whenever a participant expresses his/her interest for a placement, you will receive an email (in English) (1) and also you will see the information in the 'Applications' list (2).

Email sent to the organisation when a participant applies for a European Solidarity Corps placement opportunity

The email contains the participant's name (linked to his/her profile) (1), his/her Participant Reference Number and the placement name.

By clicking on the link associated to the participant's name, you will see the participant's profile, including his/her email address.

Please note that if you reply directly to the email you received, the message will not reach the participant's mailbox, but instead it will be sent to the European Solidarity Corps functional mailbox.
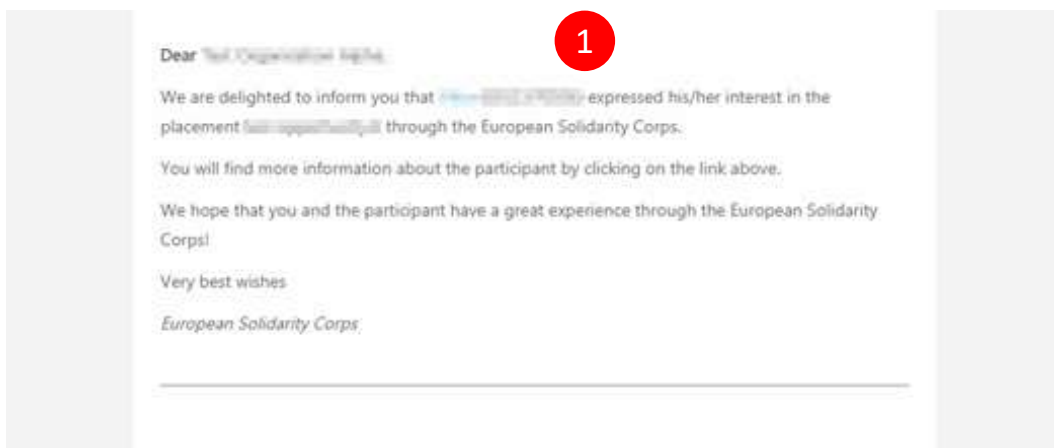
View the list with applications

Note that the 'Applications' option (2) will be displayed in the table on the homepage of PASS only if at least one participant has expressed his/her interest for a placement you advertised.

Click on the 'Applications' option to view the list with all participants that expressed their interest for the placements you advertised (3).

Filter the information by 'PRN' (4) and 'Placement name' (5), view the participant's profile and directly contact him/her. Please note that the email address is visible at this stage, thus you can email him/her without sending a contact request.

Screen shots are on the next slide

List of applications

APPLICATIONS

⊕ Back

PRN [   ]   **Placement** [- None -   ▾]   [Filter]   [Clear]

Number of applications: *218*

PARTICIPANT	CV	PRN	PLACEMENT	CREATED ▾
	Yes		PAC – Parenting as Citizenship	15/01/2019 09:43
	Yes		Vitamin Theatre 18	15/01/2019 09:31
	No		Vitamin Theatre 18	15/01/2019 01:10
	Yes		PAC – Parenting as Citizenship	14/01/2019 11:08

Participant profile (with visible email address)

PARTICIPANT DETAILS

⊕ Back   ✉ Contact   ✉ Contact sent – 02/02/2018 15:51

Participant Reference Number	6011570926
Name	Vifor 5E69C29D
Email	████████@hotmail.com
Gender	Male
Date of birth	23/08/1989
Country of residence	Belgium
Nationality	Dutch
Preferred contact language	English
Summary of education and employment experience	Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin vehicula nisi et euismod blandit. Maecenas libero odio, posuere vitae dui in, bibendum aliquam risus. Praesent urna elit, congue at lacus vel, dignissim imperdiet est. Pellentesque felis dui, venenatis eget faucibus vel, faucibus a tortor. Nulla facilisi. Ut lobortis maximus vestibulum. Proin maximus orci magna, id scelerisque elit scelerisque eget. Pellentesque in maximus ligula, semper lacinia diam. Phasellus egestas volutpat efficitur. Translate

14 Issue a certificate of participation

You can issue a European Solidarity Corps certificate of participation for the participant that finalises his/her placement.

Please see the summary of actions that need to be followed to issue the certificate:
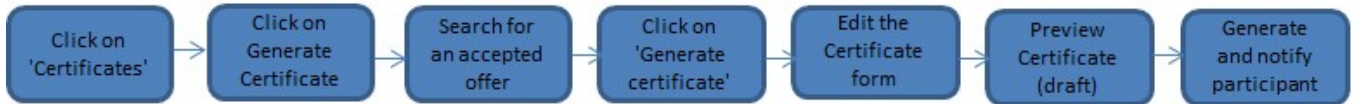
Note: We recommend you to use Internet Explorer or Firefox web browsers. For Chrome you need to enable Pdf plugin.

Detailed steps to issue a certificate:

Step 1 – Access the 'Certificates' list, by clicking on the 'Certificates' option (1).
Note that the 'Certificates' option (1) will be displayed in the table on the homepage of PASS only if you have sent via PASS at least one offer.
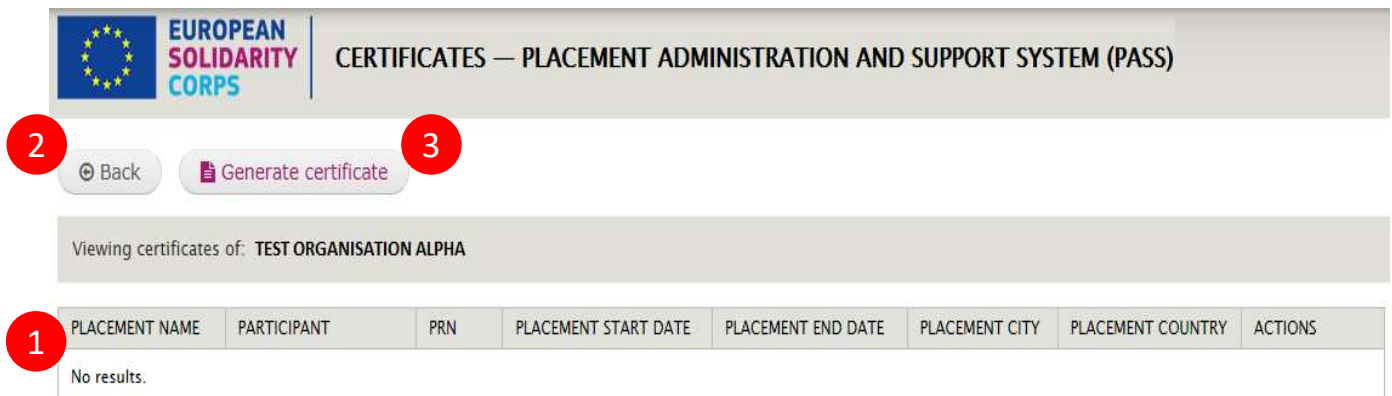
Step 2 – In the 'Certificates' list (1), you will see the information about the certificates issued so far:

• List with certificates (1): displays the 'Placement name', 'Participant', 'PRN', 'Placement start date', 'Placement end date', 'Placement city', 'Placement country', 'Actions'.
'No results' message is displayed when no certificate has been issued so far.
• 'Back' button (2): opens the homepage of PASS.
• 'Generate certificate' button (3): allows you to effectively start the creation of the certificate and opens the 'offers' list. Click on this button!

Step 3 – The 'Offers' list provides you with information about all offers you have sent to participants. From there you can:

• Search for the participant you want to issue the certificate for: 'By PRN' (1) or 'By participant last name' (2)

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Step 3 – The 'Offers' list provides you with information about all offers you have sent to participants. From there you can:

- Search for the participant you want to issue the certificate for: 'By PRN' (1) or 'By participant last name' (2)
- Filter the information by 'Offer status' (3, 4)
- See the information about offers (5): 'Placement name', 'Participant', 'PRN', 'Offer sent date', 'Offer expiration date', 'Offer status' (6), 'Offer accepted/declined date', 'Actions' (7)
  ! The 'Generate certificate' option is displayed in the 'Actions' column only for accepted offers.
- Once you found the participant and if he/she has an accepted offer, then click on the 'Generate certificate' (7) option displayed in the 'Actions' column.

Please note that for an accepted offer you can generate only one certificate. If you encounter issues, for example if you have issued a certificate with wrong information, then please contact us by sending an email to the European Solidarity Corps functional mailbox (eu-solidarity-corps@ec.europa.eu).

Step 4 – The Certificate creation page is displayed

On this page you have the possibility to review the information already provided by the system, but you also have the option to change some of it:

- 'Participant' section (1): 'Name' and 'PRN' cannot be modified

- 'Placement' section:
  - 'Placement dates' (2), the 'Start date' and 'End date' are mandatory and they can be modified
  - 'City' (3) is mandatory and can be modified
  - 'Country' (4) cannot be modified
  - 'Strand' (5) and 'Activity type' (6) cannot be modified; (it can be modified only for occupational activities e.g. traineeship, work experience or apprenticeship)

- 'Organisation(s)' section:
  - 'Organisation in the place of the activity' (7) is mandatory and can be modified (the system helps you to find the right organisations' name (by using the search system)
  - 'Organisation issuing the certificate' (8) cannot be modified
  - 'Type of the organisation issuing the certificate' (9), please select the right option from the list (Receiving organisation, Sending organisation, Coordinating organisation

✓ Receiving organisation: in charge of hosting the volunteer(s), developing a programme of activities, providing support to participants during all the phases of the project.

✓ Sending organisation: in charge of sending volunteer(s) abroad (this includes: organising practical arrangements; preparing participants before departure; providing support to participants during all the phases of the project(.

✓ Coordinating organisation: applying for the whole project on behalf of all the partner organisations and responsible for the overall management of the project.

- 'City of Organisation issuing the certificate' (10) is mandatory and can be modified
- 'Name of the person issuing the certificate' (11) is mandatory and can be modified
- 'Role in the organisation' (12), please select the appropriate role
- 'Signing date' (13) is mandatory and can be modified (by default it is the current date that will be displayed)

• 'Cancel' button (15) closes the current page and displays back the 'Offers list'. No certificate will be created

• 'Preview' button (16), gives you the possibility to see how the certificate will look like. Please note that clicking on 'Preview' will not issue the certificate. You can preview the certificate, review and modify the information until you consider that the certificate is ready to be issued (this is the last step in the process). Click on 'Preview' button!

Please see the screenshot of the 'Create certificate' page on the next page.

EUROPEAN SOLIDARITY CORPS | CERTIFICATE CREATION — PLACEMENT ADMINISTRATION AND SUPPORT SYSTEM (PASS)

PARTICIPANT

PRN

Name

PLACEMENT

PLACEMENT DATES

Start date: *

16/01/2018

End date: *

30/06/2018

City *

Kiruna

Country
Sweden

Strand
Volunteering

Activity type *

Volunteering activity

ORGANISATION(S)

Organisation in the place of the activity *

TEST ORGANISATION ALPHA

Organisation issuing the certificate *

TEST ORGANISATION ALPHA

Type of organisation issuing the certificate

Hosting organisation

City of Organisation issuing the certificate *

Kiruna

ORGANISATION(S)

Organisation in the place of the activity *

TEST ORGANISATION ALPHA

Organisation issuing the certificate *

TEST ORGANISATION ALPHA

Type of organisation issuing the certificate

Hosting organisation

City of Organisation issuing the certificate *

Kiruna

Name of the person signing the certificate *

Role in the organisation *

Director

SIGNING DATE *

16/01/2018

Cancel   Preview

Step 5 – Preview the certificate, verify and modify the information until you consider that it is the final version

A 'Draft' watermark is displayed in the background to warn you that this is the draft version

- 'Cancel' button (1) opens back the certificate creation page. Use this button whenever you need to modify the information.
- 'Generate and notify participant' button (2), creates/generates the certificate and in the same time sends a notification to the participant informing him/her that a European Solidarity Corps certificate of participation has been issued for him/her.

Please click on the 'Generate and notify participant' button only once you have double checked that the information displayed on the certificate is right.

Step 6 – Final generation of the certificate and notification to the participant

Once the information is correct, the certificate can be issued by clicking on the 'Generate and notify participant' button.

This is the final step in the European Solidarity Corps certificate of participation generation process.

The participant will get a notification via email – in his/her preferred contact language – with details about how he/she can access the certificate. The certificate will be displayed in the European Solidarity Corps participant's dashboard and the participant will be able to download it from there in the language of his/her choice.

Example of email notification that the participant receives:

! Information about the certificate will be displayed in the 'Certificates' list.
You can also print the certificate at any time. For this you can download (1) it from the certificates' list (please see 'Actions' column) in the language you want (2).

In the 'Actions' column, for each placement, you will find now information about the date and the time the certificate has been issued.

Example - Final version of the certificate of participation that the participant receives electronically:

CERTIFICATE

'I am particularly proud of the young Europeans serving in our new European Solidarity Corps. They are bringing European solidarity to life.'

President of the European Commission, **Jean-Claude Juncker**

LOUISE DUPONT

has completed a European Solidarity Corps volunteering activity in the organisation **Test Organisation Alpha**, in Kiruna,

Sweden, from **16/01/2018** to **30/06/2018**

Jelena Mägi

Director, Test Organisation Alpha, Receiving organisation

Kiruna, 30/06/2018

To validate the authenticity of this certificate, scan this QR Code or visit:
https://europa.eu/youth/solidarity/validate and enter this code: 2e24c9145d

The European Solidarity Corps brings together young people to build a more inclusive society, supporting vulnerable people and responding to societal challenges. It offers an inspiring and empowering experience for young people who want to help, learn and develop.

15 Advertise an European Solidarity Corps opportunity as a

Please note that the 'Manage placements' option is visible in PASS only for organisations who run projects which are funded by other programmes supporting the European Solidarity Corps:

- EU programme for Employment and Social Innovation (EaSI)
- LIFE programme
- European Agricultural Fund for Rural Development
- Europe for Citizens programme
- Asylum, Migration and Integration Fund (AMIF)
- Interreg Volunteer Youth
- EU Health programme

How to advertise a placement

1. Log into PASS
2. Click on the 'Manage placements' option (1)

Thank you for logging into European Solidarity Corps Placement Administration and Support System (PASS).

This system is designed to let you search for and make contact with European Solidarity Corps participants, and finally offer them placements.

⬇ Download the PASS User Guide

The following are the key steps to follow in the process:

Step 1 Search for participants, and make contact with them
Use the search screen to find potential participants for your placements.

Step 2 Contact individual participants and discuss the placement with them
For privacy protection reasons, you must first use PASS to ask the young person for permission to contact them. After they have given you this permission, you can email them or call them directly, outside of PASS, to discuss the placement that is available.

Step 3 Send an offer to the participant and get them to accept or decline it
When you have finished your discussions then you must send the young person an offer via PASS. The young person then has to either accept or decline the offer. The offers expire 15 days after they have been sent. This step is very important, because once the young person has accepted the offer they will become eligible to access to additional online European Solidarity Corps services. The funding for your project may also not become available until the offer is accepted.

1

If you are authorised to manage placements for more than one organisation, you will see all of the organisations listed below. Follow the three steps for the organisation you want to manage placements for.

NAME	ACTIONS		
Test Organisation – BETA	① ② 🔍 Search and Contact	③ ✹ Send an offer	Manage placements

![European Solidarity Corps logo] **Placement Administration and Support System – User Guide – System version 2.0 – 24 January 2019 (v12)**

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3. On the 'Placements management' page, click on the 'Add placement' (2) button and the 'Creating an opportunity for:…' page will be displayed.
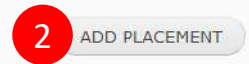
4. Describe the opportunity by filling in the fields of the form: *see next page*

a. European Solidarity Corps topics:

Choose up to three topics (1) which best describe the themes of your project. Potential participants will be able to search by these topics. (mandatory to choose at least one topic)

Creating an opportunity for: Test Organisation – BETA

PROJECT TYPE

European Solidarity Corps topics *   **1**

b. Opportunity details

OPPORTUNITY DETAILS

IMPORTANT – the information entered about this opportunity must be in accordance with the tasks, themes and responsibilities for which the opportunity partner organisations have received their European Voluntary Service accreditation.
Failure to do so may leave organisations liable to have their EVS accreditation reviewed or even removed.

Title: *

1

70 characters remaining.
Title of the opportunity or project (70 char. max.).

Description: *

2

1000 characters remaining.
Brief details about the opportunity or project that are of interest to potential volunteers, for instance the purpose of the project, the anticipated tasks, daily routine, etc. This is not the place to give information about the different projects partners. In ENGLISH language (1000 char. max.).

Accommodation, food and transport arrangements:

600 characters remaining.
Brief details about the arrangements for accommodation, food and transport during the project. In ENGLISH language (600 char. max.).

Training during the opportunity:

600 characters remaining.
Brief details about the training that will be provided for the volunteer during the project. In ENGLISH language (600 char. max.).

1. Title
Give your opportunity a short title – something that is interesting!
(mandatory field – max 70 characters)

2. Description

This is where you can give a description of the project, its aims and objectives and the type of tasks the participants will be asked to carry out.

Do not use this field to talk about the skills or qualities you are looking for in the participants or to provide information about accommodation, training, procedures to apply, etc. – there are other fields for this information.

(mandatory field – maximum 1,000 characters)

c. European Solidarity Corps Opportunity address

OPPORTUNITY ADDRESS

This information will be used to pinpoint the location of the opportunity on the map, and will be displayed to the public. Please enter at least the town/city and the country where the opportunity will take place.

① **Organisation name**

200 characters remaining.
The address organisation name (200 char. max).

② **Street and house number**

200 characters remaining.
Street location of the opportunity (200 char. max).

③ **Town/city** *

160 characters remaining.
Town / city of where the opportunity will take place (160 char. max).

④ **Postal code**

128 characters remaining.
Postal code of the location of the opportunity (128 char. max).

⑤ **Country** *

-- Select country -- ▼
Country where the opportunity will take place.

1. Organisation name
In this filed you can specify the name of the organisation
(non-mandatory field – maxim 200 characters)

2. Street and house number
In this field you can specify the street name and the house number.
(non-mandatory field – maxim 200 characters)

3. Town/city
Specify the town / city of where the opportunity will take place.
(mandatory field – maxim 160 characters)

4. Postal code
In this field you can specify the street name and the house number.
(non-mandatory field – maxim 128 characters

5. Country
 Specify the country where the placement will take place.
(mandatory field – maxim 160 characters)

d.   European Solidarity Corps opportunity dates

You have the choice whether to enter Precise dates or Flexible dates, depending on the nature of your project. Potential participants will be able to search for projects based on these dates.

It is not mandatory to add these dates . If you do not enter dates, then your opportunity will be listed below opportunities that do have dates.

1. Precise dates
Use this field if you know the dates that your project is going to start and finish.
(format: dd/mm/yyyy – the end date must be later than the start date)

2. Flexible dates
Use this field if you are not sure when the project will start, or if there is some flexibility on when participants could start and end.
Specify the number of weeks that the project will last, and indicate the earliest month/year it could start plus the latest month/year that it could finish, eg, "10 weeks between January 2015 and April 2015".
(the number of weeks must not exceed the total number of full weeks available between the 1st day of the Start month and the 30th/31st of the End month)

e.   Volunteer details

1. Volunteer profile
Use this field to give details of the skills and qualities that you are looking for in participants for this project.
(mandatory field – max 600 characters)

f. Application details

1. and 2.   Application with no deadline or application with a deadline
You should indicate if there is or not a deadline for the application. Either indicate date (**2**) you want people to apply before or tick the 'Application without a deadline' box (**1**). If you specify a deadline date, your opportunity will stop being displayed in the list of available opportunities the day after this date. "Full" and "Closed" applications can still be seen in the pages of linked organisations after the deadline date.
(Application deadline – format dd/mm/yyyy)

3.   Contact person name
If you wish, you can give the name of the person that potential participant can contact. This is not a mandatory field – you can leave it blank.
(non-mandatory field – max 30 characters)

4. Contact email address
Specify the email address that potential participants must use to contact the people coordinating this project.
(mandatory field – max 50 characters)
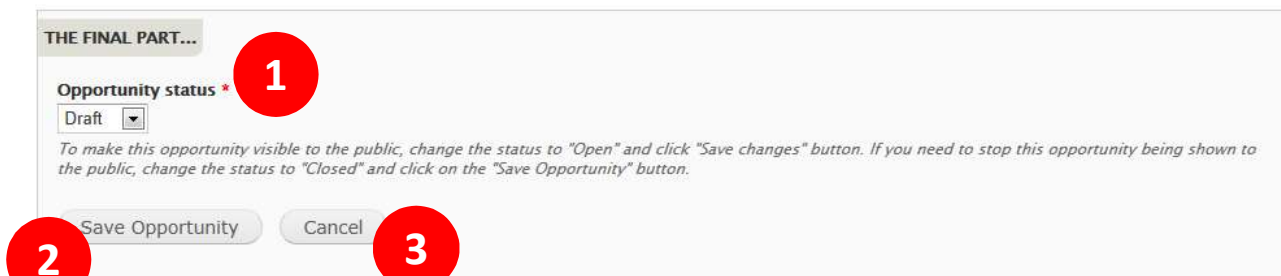
g.   Organisation logo

You should add the Logo picture of the organisation to your opportunity, which will be displayed at the top of the opportunity detail page.

1. **"Choose File"** – click on here to select the logo picture, then…
2. **"Upload"** – click this button to add the organisation's logo picture
   (*non-mandatory field – picture size limited to 8mb – file formats are limited to:
   .jpg .jpeg .gif .png .bmp)*

If you do not add a Logo picture, a generic default picture will be added instead:

h.   The Final Part…

In this final section you control when your opportunity is visible to the public.

1. **Opportunity status**
   You can change the status of your opportunity to four different statuses:
   Draft – this is the default status when you enter a new opportunity. It is not visible to the public when it has this status.
   Open – after you have finished entering all of the relevant information and you are ready to start accepting applications or enquiries from potential participants, then change the status to "Open". It will remain visible until the day after the *Application Deadline Date*, or until you change the status back to Draft, or to Closed or Full.

Closed – if you wish to stop the opportunity from being visible to the public, you can set the status to closed. It will disappear immediately from the big list of opportunities, but will still be visible in the list of opportunities at the bottom of an organisation's details page.

Full – if the opportunity has received enough applications from participants, you can set the status to full. Again, it will disappear immediately from the big list of opportunities, but will still be visible in the list of opportunities at the bottom of an organisation's details page.

It is possible to go from Closed or Full back to Draft or Open, in case you need to re-open an opportunity to find additional participants, perhaps at the last minute.

2. **Save Opportunity**

   Click here to save the details of the opportunity. If there is any information missing, you will receive warnings and the relevant fields will be outlined in red. You can Save and re-edit an opportunity as often as you need.

3. **Cancel**

   Press this button to return to the Organisation and opportunities manager page – you will lose all information entered into the form.

Note: These European Solidarity Corps opportunities will be only visible in the Registered candidate's dashboard, thus only for registered participants.

Edit an opportunity

To change an opportunity, click on the *Edit* button (1) beside the opportunity title, as shown above, to open the opportunity edit form. You can amend all of the data for an opportunity from this form.

If the *Status* of the opportunity is "Open", any changes that you save will be immediately visible to the public.

Delete an opportunity

To remove an opportunity, click on the *Delete* button (2) beside the opportunity title, as shown above. You will then be asked to confirm the deletion.

Note: if you delete an opportunity, it immediately disappears from public view, and it cannot be recovered.

16 Further help, support and feedback

Tell us how to improve PASS!

As mentioned previously, it is planned that this Placement Administration and Support System will be continuously improved, with enhancements and new features being released every few weeks.

This User Guide will be regularly updated to reflect the changes to the system – download the latest version from http://europa.eu/youth/solidarity/technical-support-public

And please tell us what you think about the tool – we would like to hear your views on how it could be improved. The most simple way to do this is to send an email to eu-solidarity-corps@ec.europa.eu

If you have problems using the tool, please also send an email to this mailbox, and we will do our best to help resolve things.

Space for your notes: