**About the Association of Quality Intermediary Organizations in Mobility**

***Mission and activities of the Association***

The European Association of Quality Intermediary Organizations in Mobility is a not-for-profit standards setting association open to organizations engaged in mobilities and stakeholders interested in developing and extending quality standards for mobilities. It has been established to define and promote responsible organizational, logistical and evaluation practices in the planning, execution and follow-up of European mobilities in view of allowing mobile Europeans to benefit from international and intercultural exchanges, experiences, training and learning. The Association’s Code of Practices, to which all members commit to, addresses various quality and responsibility issues in mobilities, including accuracy and comprehensiveness of information, relevance of activities, effectiveness of organization, adequacy of services, staffing and professionalism, value for money and participants’ satisfaction.

The Association is committed to working with individual stakeholders and multi-stakeholder initiatives on responsible mobilities. Full membership in the Association can also be used as a tool for quality assurance.

Please explore the Association’s website - <http://eaqom.eu/> - to learn more about our quality standards framework, available quality monitoring tools, members and services, as well as about how you can become involved with or benefit from our work.

***Membership in the Association***

*Who can become a member?*

Eligible Association members are organizations active in mobility, including:

* Intermediary Organizations active in providing services and facilitating student and staff mobilities
* Sending Organizations with experience in learners’ or staff mobilities in different fields (school education, VET, higher education, adult education, youth)
* Receiving Organizations providing placements or traineeships for student or staff in mobilities – e.g. enterprises, non-governmental organizations, training centers, research centers, etc.
* Other key stakeholders in mobility, interested in participating in the definition and revision of quality criteria for mobilities – e.g. educational institutions, relevant public bodies at regional and national level, non-governmental organizations active in the areas of non-formal education, skills development, youth, etc.

Individuals are not eligible for membership in the Association.

*Types of membership*

The Association invites two types of membership applications:

* Full membership: reserved for organizations that organize mobilities for their staff and students or act as Intermediary Organizations
* Associated membership: open to Sending Organizations that do not organize mobilities on their own, to Receiving Organizations that provide training placements for mobility participants, and to other stakeholders in mobility.

*Applying for membership*

To become a regular or associated member, an eligible organization has to:

* Commit to paying an annual membership fee or support the Association activities through in-kind contribution
* Agree that its legal name and full contact details are placed on the Association’s website
* Agree to announce its membership in the Association on its own website, including by placing the Association’s logo in a visible place and linking to the Association’s website
* Submit to the Association’s Steering Committee
  + A complete and accurate Association Membership Application (see Annex I)
  + A signed Letter of Commitment to the Association’s Code of Practices
  + Evidence of the legal existence and activities of the organization (copies of registration documents)
  + A list of mobilities in which the organization has been involved. For newly created organizations, Statutes or other official documents demonstrating the organization’s commitment to engage in mobility-related activities should be submitted
  + Copy of documents that lay out the constitution and governance framework of the organization (governance levels, governance bodies, how decisions are made, mission, etc.).
  + A presentation, brochure, a leaflet or a relevant section of the website where its main activities and services are described
  + Templates of relevant forms and documents that the organization uses in relation to mobilities (template/draft Contracts, Learning Agreements, Training Placement Agreements, etc.)
  + Copies of key internal documents laying out the procedures and internal processes that the organization applies in mobilities or mobility-related activities, such as Selection of Participants procedure, evaluation procedures, safety monitoring procedures, risk management plans, management plans, etc.

In addition, to become a regular member, an eligible sending or intermediary organization has to also commit to maintaining a satisfactory quality of the mobilities that it organizes.

***Commitment and role of the members of the Association***

Members of the Association will commit to:

- Supporting the Activities of the Association in view of contributing to achieving its objectives and fulfilling its mission

- Promoting the Association and its activities, and recruiting new members

- Disseminating relevant results and achievements of the Association

- Promoting the quality standards in mobility developed and advocated by the Association

- When relevant, supporting the Association in evaluating new membership applications

- Complying with the rules adopted by the Steering Committee for the use of the Associations’ name and logo, as well as of any products or services developed by the Association .

**Association Membership Application**

**full members**

Dear Applicant,

Thank you for your interest in joining the European Association of Quality Intermediary Organizations in Mobility and demonstrating your commitment to advancing quality and responsibility in European mobilities.

Please fill in each section providing as much detail as possible. In all sections, evidence should be submitted to support the application. Applicants are encouraged to submit additional evidence of the statements made in each section as they deem appropriate.

We recommend that you review the Association’s Quality Assurance System for intermediary services in international mobilities before completing this form to ensure that you fully understand the quality standards that the Association is seeking to promote. For more detailed information please check the website of “IntoQuality” project **"Association of Quality Intermediary Organizations Fostering Mobility in Europe" -** <https://intoquality.eu/>.

**Administrative details**

|  |  |
| --- | --- |
| Name of applicant organization |  |
| Legal status of the applicant organization | For-profit organization  Non-for profit organization  Public organization  Private education institution  Public education institution  Other (please specify)  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Main activities of the applicant organization | Please specify |
| Role in mobilities | Sending organization (we organize our own mobilities)  Intermediary organization |
| Full address of applicant organization’s head office |  |
| Telephone number of applicant organization’s head office (please include country code) |  |
| Website address |  |
| Name and position of the Legal Representative of the applicant organization |  |
| Name and position of contact person |  |
| Full contact details of the contact person |  |

**Evidence required**:

Copy of registration documents or certificates attesting the legal status and the activities of the organization

**Application Form**

1. **Practices concerning the overall organization of the mobility**

A.1. Please describe the services that your organization offers in international mobilities.

*Max. 1 page*

A.2. Who is responsible for negotiating mobilities in your organization? How is the negotiation process typically organized?

*Max. ½ page*

A.3. Please describe the process that your organization typically follows when developing a programme for each mobility.

*Max. ½ page*

A.4. How does your organization ensure that the programme of the mobility is adequate?

*Max. ½ page*

A.5. Please describe your typical practice of communicating to the Sending Organization the programme of the mobility, the services offered and the associated costs. How do you ensure the accuracy and comprehensiveness of the information you provide? How do you ensure a continuous flow of information between your organization and the Sending Organization? (Applicable only to Intermediary organisations.)

*Max. ½ page*

A.6. What are the key competences, skills and experience of the staff that your organization relies on when organizing international mobilities? How do you determine the number of staff members involved in each mobility?

*Max. 1 page*

A.7. Does your organization provide a contact person who is available 24-hours to provide support to mobility participants?

*Max. ½ page*

A.8. Please briefly describe your organization’s health and safety policy.

*Max. ½ page*

A.9. Please describe how your organization assesses risks and acts to mitigate them? Does your organization have a plan for handling emergencies and force majeure situations? Who is responsible for making decisions and determining the course of action in case of emergencies and force majeure situations and how do you ensure the availability of this person (these persons)? Does your organization maintain an emergency fund? If no emergency fund is maintained, how will your organization provide the financial resources that may be necessary in order to deal with emergencies?

*Max. 1 page*

A.10. Please describe how your organisation provides support and assistance to the participants during mobilities in cases of emergency or need of medical care.

*Max. ½ page*

A.11. How does your organization deal with requests and problems during the mobility?

*Max. ½ page*

A.12. At what stages, with which tasks and how does your organization support and assist the other organizations that are parties to the mobility?

*Max. ½ page*

A.13. How does your organization ensure that all issues relevant to people with disabilities and people with special needs are taken care of during the mobility?

*Max. ½ page*

A.14. What is your organization’s policy on recording and responding to complaints?

*Max. ½ page*

A.15. Please describe the follow-up evaluation procedures that are used to assess the satisfaction of mobility participants with their mobility experience and the services provided? Do you – and if yes, how do you – use the feedback provided to improve future mobilities?

*Max. ½ page*

A.16. Please describe any accreditations, ISO certificates or alternative certificates that your organization holds. Do you use internal and external review or audit?

*Max. ½ page*

**Evidence required**:

1. Template of contract/agreement with the rights and duties to be signed by each partner organisation in the mobility

2. Statutes of the organization, in particular detailing how decisions are made

3. CVs of staff and engaged external experts

4. Sample programme of mobility

5. Sample evaluation forms

1. **Practices concerning accommodation & catering/boarding**

B.1. What types of accommodation does your organization offer for mobility participants?

*Max. ½ page*

B.2. Please, describe your typical practice of communicating to the Sending Organization information related to accommodation and catering, facilities and equipment, and the associated costs.

*Max. ½ page*

B.3. Please briefly explain how your organization monitors the safety of the accommodation facilities?

*Max. ½ page*

B.4. Please explain how your organization ensures that the accommodation options offered to participants are adequate to their needs.

*Max. ½ page*

B.5. Please explain how your organization ensures that the accommodation spaces used by the mobility participants, including cleaning and washing facilities, are properly cleaned and maintained.

*Max. ½ page*

B.6. Please explain how your organization ensures food quality, food safety, balanced menus and food variety during the mobility.

*Max. ½ page*

B.7. Please provide a brief description of the background and experience of the staff members who are in charge of catering and accommodation.

*Max. ½ page*

B.8. Does your organization organize induction and guidance of the mobility participants with regard to their accommodation, including procedures allowing the participants and your organization to jointly check the inventory and conditions of the accommodation? Please briefly describe the arrangements.

*Max. ½ page*

B.9. Please briefly describe the follow-up evaluation procedure that your organization is using in order to register the onions of mobility participants regarding various aspects of the accommodation and the catering. Does your organization use the feedback to improve accommodation and catering in future mobilities?

*Max. ½ page*

B.10. Does your organization review and select different offers on the market in view of ensuring value for money for accommodation and catering services?

*Max. ½ page*

**Evidence required**:

1. Sample menu

2. Sample Inventory and Conditions Record and/or Acceptance Protocol

3. Sample food or accommodation information bulletins (for distribution among mobility participants)

1. **Practices concerning transportation**

C.1. Please briefly describe the process through which your organization selects alternative types of transportation suitable for the mobility participants, including considerations related to safety, convenience and environmental protection.

*Max. ½ page*

C.2 .Please, describe your typical practice of communicating to the Sending Organization information related to accommodation and catering, facilities and equipment, and the associated costs.

*Max. ½ page*

C.3. Please briefly describe how your organization ensures the quality of the transportation services offered by the transportation providers, the use of adequate vehicles, and the accessibility of vehicles, including to persons with special needs.

*Max. ½ page*

C.4. Please describe the follow-up evaluation procedures that your organization uses to assess the satisfaction of participants with the transportation services offered during the mobility. Does your organization use the feedback to improve transportation in future mobilities?

*Max. ½ page*

C.5. Does your organization review and select different offers on the market in view of ensuring value for money for transportation services?

*Max. ½ page*

Evidence required:

1. Sample transportation information bulletins (for distribution among mobility participants)

2. Photos from vehicles used in previous mobilities

1. **Practices concerning training placements**

D.1. Please briefly describe the process through which your organization identifies companies with the capacity to receive trainees and to provide the necessary level of support.

*Max. ½ page*

D.2. Please briefly describe the process through which your organization designs the training placement and negotiates in advance with receiving organizations and (if applicable) sending organizations. How does you organization ensure that the training placements are relevant to the needs of mobility participants?

*Max. ½ page*

D.3. Please briefly describe how your organization plans the training placement with the receiving organization and how in particular it ensures health and safety at the workplace.

*Max. ½ page*

D.4. Does your organization ensure that each training placement is organized on the basis of a signed Learning Agreement and a Memorandum of Understanding between the Sending/Intermediary Organization and the receiving organization?

Learning Agreement: *Yes/No*

Memorandum of Understanding: *Yes/No*

D.5. Does your organization ensure proper induction of the trainee at the beginning of the training placement? If yes, please briefly describe the induction process.

*Max. ½ page*

D.6. Does your organization ensure adequate tutoring, mentorship or supervision for the trainee during the training placement? If yes, please briefly describe how your organization ensures regular communication with the trainee and the mentor and how it keeps a record of the trainee’s tasks and achievements.

*Max. ½ page*

D.7. Please briefly describe how your organization ensures that the trainees receive adequate evaluation during the training placement, as well as adequate certificates and feedback.

*Max. ½ page*

D.8. Please briefly describe the follow-up evaluation procedure used by your organization to assess the satisfaction of mobility participant with the training placements. Does your organization use the feedback to improve future training placements?

*Max. ½ page*

1. **Practices concerning structured training activities**

E.1. Please briefly describe the process through which your organization considers and plans possible training opportunities suitable for the mobility participants.

*Max. ½ page*

E.2. Please, describe your typical practice of communicating to the Sending Organization information related to training activities, and the associated costs.

*Max. ½ page*

E.3. How does your organization ensure adequately equipped, well-maintained, and accessible venues and facilities for training activities? How is the safety of the participants in the training activities guaranteed?

*Max. ½ page*

E.4. If your organization provides training activities itself (rather than through external service providers) please briefly describe them?

*Max. ½ page*

E.5. Please briefly describe how your organization ensures that the training activities are relevant to mobility participants’ needs and how does it monitor and assure the quality of the training experience. Please in particular comment on: preliminary assessment of training needs; identification of learning outcomes; clear timetable; interactive activities and involvement of participants; use of appropriate technologies; availability of a tutor/trainer as a contact person during the whole training; (if your organization provides training activities itself) expertise and experience of your staff members who are engaged as trainers, including language and intercultural skills.

*Max. ½ page*

E.6. Please briefly describe the follow-up evaluation procedure used by your organization to assess the satisfaction of mobility participant with training activities. Does your organization use the feedback to improve the training element of future mobilities?

*Max. ½ page*

E.7. Does your organization review and select different offers on the market in view of ensuring value for money for training activities?

*Max. ½ page*

Evidence required:

1. Sample training programme

2. Photos from training activities

1. **Practices concerning professional study visits**

F.1. Please briefly describe the process through which your organization considers and plans possible study visits suitable for the mobility participants.

*Max. ½ page*

F.2. Please describe your typical practice of communicating to the Sending Organization information related to study visits, and the associated costs.

*Max. ½ page*

F.3. Please briefly describe how your organization ensures that the study visits are relevant to mobility participants’ needs and how does it monitor and assure the quality of the visits. Please comment on: interactivity; adequate preparatory activities; impact and exploitation; availability of accompanying persons; expertise and experience of the staff that your organization employs to provide support during the study visit.

*Max. ½ page*

F.4. Please briefly describe the follow-up evaluation procedure used by your organization to assess the satisfaction of mobility participant with study visits. Does your organization use the feedback to improve study visits in future mobilities?

*Max. ½ page*

F.5. Does your organization review and select different offers on the market in view of ensuring value for money for study visits?

*Max. ½ page*

Evidence required:

1. Sample programme for a study visit

2. Photos from study visits

1. **Practices concerning cultural activities**

G.1. Please briefly describe the process through which your organization considers and plans cultural activities for mobility participants.

*Max. ½ page*

G.2. Please describe your typical practice of communicating to the Sending Organization information related to cultural activities, and the associated costs.

*Max. ½ page*

G.3. Please briefly describe how your organization ensures that the cultural activities are relevant to mobility participants’ needs and interests. Please comment on: organization of cultural orientation; availability of accompanying persons during the cultural activities; expertise and experience of the staff that your organization employs to provide support during cultural activities.

*Max. ½ page*

G.4. Please briefly describe the process of induction of mobility participants to cultural activities and experiences (if any).

*Max. ½ page*

G.5. Please, briefly describe the follow-up evaluation procedure used by your organization to assess the satisfaction of mobility participant with cultural activities and the cultural experience. Does your organization use the feedback to improve cultural activities and the cultural experience of mobility participants in future mobilities?

*Max. ½ page*

G.6. Does your organization review and select different offers on the market in view of ensuring value for money for cultural activities?

*Max. ½ page*

Evidence required:

1. Sample programme for cultural activities

2. Photos from cultural activities