



Your life.
Our experience.



Participant Handbook

Erasmus+
Project Title: Twin Europe 2019

COVID- 19 information

Some aspects of the programme handbook may differ according to UK government guidelines.

We are working according to UK Government, British Council, FCO and Erasmus+ recommendations to ensure that all advice is observed and all necessary precautions are followed to ensure Erasmus Participants safety.

All advice is kept under constant review.

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Introduction eligibility

Welcome to Twin Group and the Erasmus+ programme:

Twin Europe 2019

“It aims to improve the quality of training provision, develop the skills and mobility of the workforce, stimulate innovation and enhance the competitiveness of European industry”

Twin Europe 2019 offers an amazing opportunity for people who are keen to develop their vocational and language skills through a 13 week work experience placement and level 3 award in one of the partnership countries. There are slight variations to programme depending on which destination you choose (please see Country specific information), but a common theme is offered throughout.

Included with all programmes:

- Support throughout the application process and programme duration.
- International flights and insurance
- OLS On line Linguistic Support (Spain and Portugal)
- Language course (Spain and Portugal)
- 13 week Vocational internship
- Unit credits towards a full Level 3 qualification
- Living allowance contribution
- Accommodation
- Support and mentoring

Eligibility

You are eligible to apply for the programme if you can tick all of the following boxes, please read on:

- Aged 18+ on the departure date
- A citizen of the European Union, permanent UK address.
- Able to commit 13 week programme duration
- Able to attend preparation training in London prior to departure.
- Committed to developing your language skills before departure (if applicable)
- Open and flexible

Please remember that this programme is funded by the European Union

Programme overview

- Duration:** 13 weeks
- Dates:** Various departures throughout.
- Participants:** 18+, VET students, those in employment, the self-employed who are able to commit to undertake a placement abroad to acquire new skills, training and work experience which is relevant to their chosen level 3 qualification.
- Destinations:** Please see the table on page 4.
- Industries:** Please see the table on page 4.
- Qualifications** Please see the table on page. 4
- Induction:** 3 -6 day Level 3 qualification, preparatory induction at Twin Offices in Greenwich and full in country orientation and induction on arrival in host country
- Accommodation:** Shared residential accommodation is provided on a self-catering basis, single bedrooms and shared facilities.)
- Living allowance:** All participants receive **€100/week to** help towards their living allowance.
Please note this is a contribution, all participants are required to have addition funds for daily living and emergencies.
We will also supply a travel card to those participants attending placement in Dublin.
- Return Flights:** From a London airport to your chosen destination. You will fly with your group and a Twin member of staff.
- Insurance:** All participants are provided with fully comprehensive single trip travel insurance including 3rd part liability and repatriation. However, we request the European Health Insurance Card. (please note, any return to the UK during programme duration will complete your policy)
- Support:** Twin, your in country Host Employer and the Host Organisation in the destination country provide support throughout the programme.
- Certification:** On successful completion of the programme, all participants are eligible for a Europass Mobility certificate.
On successful completion of qualification, level 3 certificate/award.

Please note: This programme is part of the European Erasmus+ KA1 programme and designed to provide learning opportunities and personal development.

The internship is at the heart of the programme and you will be required to work approximately 30 - 40 hours per week. Although there will be plenty of time for you to explore the local area, this is not a holiday experience.

Who's involved

There are 4 parties involved in the programme:

- **The Beneficiary:** That's us –Twin Group. We will guide and support you throughout the programme. Our principal objective is to recruit and prepare you for your experience before you depart the UK and to support you throughout your programme and ensure you achieve your goals. Twin is ultimately responsible for the programme and all funding aspects.
- **The Host Employer** – This is where your work placement will actually take place, and you will be subject to their employment contract and work conditions. Together you will develop and agree a training plan at the start of your internship. This ensures that both parties fully understand what is expected of each other.
- **The Host Organisation** – This is the organization in the host country who will arrange accommodation, airport transfers, Language Course
- **The Participant** – That's you, the lucky beneficiary of a funded 13 week vocational internship. Participation requires a high level of independence and maturity.

Where & What

The table below indicates destinations and industries that are available.

Destination & Language Requirement			Industries		
Country	City	Language Ability	Leadership and Management	Digital Marketing	Teaching English as a Foreign Language
Spain	Seville	None	✓	✓	✓
Spain	Valencia	None	✓	✓	✓
Ireland	Dublin	None	✓	✓	✗
Portugal	Lisbon	None	✓	✓	✗

Language ability: Please refer to the table on page 5 for the Common European Framework for Language.

None: you are not required to speak the host language; however, you must speak and read English fluently.

Online Linguistic support (OLS) Is an on line language platform provided via Erasmus and is compulsory for all participants travelling to Spain or Portugal to complete approx. 30 hours whilst on placement.

Prior to departure all participants will be required to complete an initial on line assessment. During the 13 week placements all participants are required to complete approx. 30 hours on line course work.

On programme completion all participants must complete a final on line assessment.

Results can determine individual language improvement gained during placement duration.

The participant shall follow the OLS language course, starting as soon as they receive access and making the most out of the service. The participant shall immediately inform the institution if he/she is unable to carry out the course, before accessing it.

The payment of the final instalment of your financial support is subject to the completion of the compulsory OLS language assessment at the end of the mobility. General preparation can start as soon as this contract is agreed and signed.

This is in addition to any additional classroom based language courses provided by Twin.

Common European Framework for Languages

Language / Level	A1	A2	B1	B2	C1	C2
Listening	I can recognise familiar words and very basic phrases concerning myself, my family and immediate concrete surroundings when people speak slowly and clearly.	I can understand phrases and the highest frequency vocabulary related to areas of most immediate personal relevance. I can catch the main point in short, clear simple messages.	I can understand the main points of clear standard speech on familiar matters encountered in work, school, leisure etc. I can understand the main point of many TV or radio programmes on current affairs when the delivery is relatively slow and clear.	I understand extended speech and lectures and follow even complex lines of argument provided the topic is reasonably familiar. I understand most TV news and current affairs programmes. I understand the majority of films in standard dialect.	I can understand extended speech even when it is not clearly structured and when relationships are only implied and not signalled explicitly. I can understand television programmes and films without much effort.	I have no difficulty in understanding any kind of spoken language, whether live or broadcast, even when delivered at fast native speed, provided I have some time to get familiar with the accent.
Reading	I can understand familiar names, words and very simple sentences for example on notices and posters.	I can read very short simple texts. I can find specific predictable information in simple everyday material such as adverts, menus and timetables and can understand short simple personal letters.	I can understand texts that consist of high frequency everyday or job-related language. I can understand the description of events, feelings and wishes in personal letters.	I can read articles and reports concerned with contemporary problems in which writer adopt particular attitudes or viewpoints. I can understand contemporary literary prose.	I can understand long and complex factual and literary text, appreciating distinctions of style. I can understand specialised articles and longer technical instructions even when they are not related to my field.	I can read with ease virtually all forms of written language, including abstract structurally or linguistically complex texts such as handbooks, specialised articles and literary works.
Spoken Interaction	I can interact in a simple way provided the other person is prepared to repeat or rephrase things at a slower rate of speech and help me formulate what I'm trying to say. I can ask and answer simple questions in areas of immediate need or on	I can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar topics and activities. I can handle very short social exchanges even though I can't fully enough to keep the conversation going myself.	I can deal with most situations likely to arise whilst travelling in an area where the language is spoken. I can enter unprepared into conversation on topics that are familiar, of personal interest or pertinent to everyday life (eg, hobbies, work, travel etc)	I can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible. I can take an active part in discussion in familiar contexts accounting for and sustaining my views,	I can express myself fluently and spontaneously without much obvious searching for expressions. I can use language flexibly and effectively for social and professional purposes. I can formulate ideas and opinions with precision and relate my contribution	I can take part effortlessly in any conversation or discussion and have a good familiarity with idiomatic expressions and colloquialisms. I can express myself fluently and convey finer shades of meaning precisely.

	very familiar topics.				skilfully to those of other speakers.	
Spoken Production	I can use simple phrases and sentences to describe where I live and people I know.	I can use a series of phrases and sentences to describe in simple terms my family and other people, living conditions and my educational background and my present or most recent job.	I can connect phrases in a simple way in order to describe experiences and events, my dreams and hopes and ambitions. I can briefly give reasons and explanations for opinions and plans. I can narrate a story or relate a plot of a book or film and describe my reactions.	I can present clear, detailed descriptions on a wide range of subjects related to my field of interest. I can explain a viewpoint on a topical issue giving advantages and disadvantages or various opinions.	I can present clear, detailed descriptions of complex subjects integrating sub-themes, developing particular point sand rounding off with an appropriate conclusion.	I can present a clear, smoothly flowing description or argument in a style appropriate to the context and with an effective logical structure which helps the recipient to notice and remember significant points.
Writing	I can write a short simple postcard, for example, sending holiday greetings. I can fill in forms with personal details, for example entering my name, nationality and address on a hotel registration form.	I can write, short simple notes and messages relating to matters in areas of immediate needs. I can write a very simple personal letter, for example, thanking someone for something.	I can write simple connected text on topics, which are familiar, or of personal interest. I can write personal letters describing experiences and expressions.	I can write clear detailed text on a wide range of subjects relating to my interests. I can write an essay or report, passing on information or giving reasons in support of or against a particular point of view.	I can express myself in clear well-structured text, expressing points of view at some length. I can write about complex subjects in a letter, an essay or report, underlining what I consider to be salient issues. I can select a style appropriate to the reader.	I can write clear, smooth-flowing text in an appropriate style. I can write complex letters, reports or articles which present a case with an effective logical structure which helps the recipient to notice and remember the significant points.

Application process

Places are allocated on a first come first served basis (subject to interview). Please submit your application as early as possible.

1. Simply go to <https://www.twinemployment.com/our-programmes/erasmus-plus>
2. Please read carefully your programme handbook to ensure you understand programme structure
3. Click [Apply Online](#) and complete the application form in English.
4. Additional documents: Please forward these documents to your programme manager: smordarski@twinuk.com
 - Europass Curriculum Vitae
 - Copy passport
 - Current EHIC card
 - Flight Booking Form
 - Participant Welfare Form
 - Next of Kin information
 - Stipend Form
5. **Screening:** Once we have received all of your documents, your application will be screened for eligibility.
6. **Interviews:** All eligible participants will be invited for interview at our London office in Greenwich Or via Skype or telephone if attending in London is not possible. Interviews last approximately 45 minutes. An oral language test will also be completed during your interview if required. Language test may be conducted over the phone.

Interview criteria: The interviews are designed to ensure that the most "suitable" participants are allocated a place on the programme. Participation requires a high level of independence, flexibility and maturity and is therefore not suitable for everybody. If places are allocated incorrectly, then the experience may even be detrimental to the individual's development.

Please prepare for your interview, we need to see that you understand the programme content, all the parties involved, responsibilities, finances, travel arrangements, insurance and reporting.

Areas covered during the interview are as follows:

General:

- Understanding of the programme (please ensure you have read this handbook)
- Reasons for applying
- Flexibility towards the internship
- Expectations of the programme
- Expectations of living and working abroad
- Plans for preparation before departure
- Commitment to the full duration
- Finances, including flights, insurance, accommodation and living allowance.
- Programme monitoring and reports
- Ability to adapt to a new environment
- Understanding of T&C
- Level of independence

Language:

- Minimum requirement met
- Future development plans

In the event that you are not allocated a place, you will receive feedback on the reasons behind the decision.

7. Successful participants will be submitted to the Erasmus+ UK National Agency and the Host Employer for approval. You may also be required to attend a telephone interview with your potential Host Employer.
8. **Contracts:** Successful participants will be required to read thoroughly, understand and sign a contract.

We require **2** original copies of the contract. One copy for the following parties:

- Twin Group
- The participant – as the contract requires signatures from the above parties, you will receive your copy during or prior to Pre Departure Briefing at Twin

9. **Training Agreement:** Prior to, or on arrival of your internship, you will develop a Training Agreement with your employer. This will be signed by all 3 parties, Twin, your employer and you.

Contact Details

Twin Europe 2019
Twin Group
1st Floor, The Greenwich Centre
12 Lambarde Square
Greenwich
London
SE10 9GB
Project manager:
Contract Manager
Sally Mordarski
smordarski@twinuk.com

Before you depart

As the time draws closer to your departure date, it is inevitable that you may start to feel a little nervous about your European experience – this is totally natural and to be expected. Please remember that Twin Group is here to help you with any queries that you may have.

Certain Employers may also contact you by email or phone before you depart. This is simply to confirm your language level and to discuss your internship. If you are contacted, please take this opportunity to ask them any questions you might have.

Twin will run a full Pre Departure Briefing prior to departure.

It is compulsory to attend this meeting.

Many topics will be covered:

What to pack, when to get to the airport and who will be travelling with you, what will happen on arrival to your destination, your accommodation, your work placements, your stipend payments. Please have your questions prepared, this is an informal briefing and a time for you to be sure you feel confident with all arrangements.

Use your time wisely before your programme starts:

- Take the time to research the destination, learn as much as possible about the city and the surrounding areas.
- Double check your passport is valid for at least 6 months after the programme has finished.
- Get in contact with the other participants who are going to the same destination. Once your application has been confirmed, you will be invited to join an Erasmus+ What's App group, a great way to meet other participants.
- Attend the Pre Departure Briefing at Twin, meet your Twin representative and fellow participants. Ask questions and share information.

The better prepared you are the more confident you will feel.

Internships

Every approved participant will have an internship arranged for him or her. The nature of the internship will depend on a number of factors:

- Your language ability
- Your qualifications to date and your chosen level 3 qualification
- Your previous work experience
- Your aspirations
- The availability of internships

The level of language ability required varies depending on the destination; please see the table Where & What on page 4. The level indicated is a guide only – certain industries may require a higher level or no level at all!

Your Application Form, CV, Motivation Letter and Reference will be forwarded to potential Host Employers, screened and a provisional placement will be allocated. It is important that you provide as much information as possible at the application stage.

As a general rule, you will start your internship immediately on arrival in Spain, Portugal or Ireland. For the first week, you may work only 4 days whilst you settle in, start your language course and get on track with your qualification. We will confirm this with you prior to departure. In general you will work 30 hours per week (max 40hrs)

Many participants join the Erasmus+ programme with the principal aim of developing their language skills. Living and working in another country is without doubt one of the most effective ways to develop language skills.

Please consider your reasons for joining the programme and be realistic about the nature of the internship and your development opportunities.

Flexibility is the key to a successful internship: Please remember that the programme is 13 weeks and that whatever the nature of your internship, you will gain a wide range of valuable skills over and above practical work experience and language development.

At the start of your internship, remember to take the time to complete your **Training Agreement** with your employer. This ensures that your employer fully understands your hopes and aspirations for your internship and you fully understand your role and responsibilities. We also require this Training Agreement to run in conjunction with your level 3 qualification to ensure you develop skills to support you in your work placement.

Please ensure that you give yourself plenty of opportunity to settle into your new role. If there is anything you do not understand, please ask your employer for assistance. If you feel like you would like to take on more responsibility, discuss this with your employer.

If you feel at any point that you are not effecting your desired outcomes whilst on placement, please speak to Twin and we can assist you. 13 weeks may seem a long time, but time passes quickly,

We do not recommend changing your placement. If you feel you have concerns regarding your placement which you cannot resolve directly with your Host Employer, please talk to Twin. Changing your placement is discouraged. Experience shows that

you are generally better staying with your first placement and working at making it a success.

The success of your internship is largely down to you and your attitude towards it. Please remember that this is a unique opportunity, so make the most of your time abroad.

Accommodation

Accommodation is provided with all placements.

In Seville you will be in shared self catering apartments, located in central Seville. You will be sharing an apartment with other Erasmus+ Students. You will have a single bedroom with shared living areas, bathroom and kitchen. All utilities are provided including WIFI.

In Valencia you will be in shared self catering apartments, located approx. 30 mins walk from the centre. You will be close to all local amenities, shops, cafes, bars and restaurants.. You will be sharing an apartment with other Erasmus+ Students. You will have a single bedroom with shared living areas, bathroom and kitchen. All utilities are provided including WIFI.

In Dublin you will live in residential accommodation in central Dublin. You will have a single en suite bedroom with shared facilities. You will be living with your fellow Erasmus students.

Within the accommodation are many social spaces, gym and communal areas. You will have the opportunity to meet with other international students.

In Lisbon You will be in shared self catering accommodation, single room with shared facilities. The location will be dependent on your work placement so we can minimise your daily travel times. You will be close to public transport and local amenities. You will share with other international students.

Your accommodation will be a close distance from local facilities and your work placement. It may be necessary to take public transport to your work placement. It is unusual that you would need to commute more than 45 minutes by public transport on a daily basis. However, this cannot be guaranteed as will depend on availability and your chosen work placement.

Address: We will provide your accommodation address approx.. 2 weeks prior to departure.

Where possible we will also provide information on flat shares if you are with other Twin Erasmus students.

Deposits: In all cases we try to avoid asking you for any accommodation deposits up front. What we do instead is to withhold your final weeks living allowance (€100) until all room checks have been completed after your departure. Once we receive room check results, we pay you €100, this is usually 1 to 2 weeks after your return to the UK.

Agreements: You may be required to sign an agreement with the accommodation provider – ensure that you understand the document you are signing.

Damages or breakages: It is your responsibility to keep the accommodation in a clean and tidy order. Damages or breakages will need to be paid for locally – this is not funded through the programme. Please ensure that you deal with any damages or

breakages immediately; if it is left until you move out, all members of the accommodation will share responsibility.

Utilities: It is unlikely that you will be responsible to pay for any utilities, (gas, electricity etc) but please ensure that you clarify this at the beginning of your tenancy.

Internet is provided in all accommodation.

Living together: Please ensure that you respect the people you live with and make all reasonable effort to play an active role in the upkeep of the accommodation, i.e. keeping your space and the communal areas tidy and doing your washing up!

Please be realistic about the accommodation provided. All efforts are made to ensure that you are provided with clean accommodation in a reasonable state of repair. Do not expect 5 star quality accommodation as you will be disappointed! If you do feel that the accommodation provided is not suitable please let Twin know.

Induction

Each participant will receive an induction upon arrival in the host country.

General topics will include:

- Accommodation
- OLS
- In country language course
- Work placement meetings and training agreements
- Programme monitoring
- Lines of communication
- Social evenings and venues
- Do's and don'ts

There will also be a cultural induction, you will be shown local tourist hot spots, hospitals, medical centres and police stations.

It is vitally important that you familiarise yourself with the local medical facilities. The host organisation may show you where they are, if not, please make the time to find them during the first week. On page 15, you will find a form to complete where you can record necessary information in case of an emergency.

Certain activities will be arranged for you, which you will be expected to attend. There will also be plenty of free time for you to explore your new surroundings.

The principal aim of the induction is to provide an opportunity to settle into your new environment before you start your internship and become more independent.

Some cultural and social activities may be arranged for you by the host organisation; alternatively, you may be required to conduct a "self-led" cultural induction. For example, if you receive a city tour as part of the induction, this may be with an organised group and a tour leader, alternatively, you may be given a ticket whereby you can join the public bus city tour. These may be included as part of the funded induction, You are strongly advised to join any social activities that are arranged for you, and to also generate your own social activities. The more effort you make to integrate with the local community, the more empowering your experience will be. Although the Host Organisation may offer social events for you, ultimately, it is up to you to make local friends.

Travel

As part of the application process, all participants are required to attend an interview, we would prefer you attend our offices in Greenwich, we can also consider skype interviews if circumstances dictate. Travel to this interview is at your own expense.

Travel to and from the UK airport:

Your international flight will depart from one of the London based airports, namely, Heathrow, Gatwick or Stansted.

International flight: Twin will arrange your return international flight. You will be informed of the flight itinerary by email approximately 2 weeks before departure. Please ensure that you read the terms and conditions of the flight with particular attention to the baggage restrictions. Any excess baggage payments are not covered through the programme and you will be required to pay for this at the airport. Twin will provide a 20kg luggage allowance.

Please note that as Twin is booking group flights, we are unable to consider individual requests for flights from or to any particular airport. We require a copy of your boarding pass for your return flight, so please retain this and forward to you programme coordinator – it is a requirement as proof of travel!

Missed flights: Twin will provide one outbound and one return international flight. If you miss either the outbound or the return flight, it is your responsibility to arrange alternative travel and accommodation if required.

Airport transfers in the host country will be arranged by Twin and the Host Organisation. You will be collected at the airport upon arrival and returned at the end of the programme.

A Twin representative will travel with you to your destination and be in country with you for the start of your programme to ensure that you arrive safely and to assist with your settling in.

A Twin representative will also meet you in country to assist with your return arrangements to the UK.

Insurance

All participants will be issued with travel insurance. This will be a **single trip fully comprehensive travel insurance policy, including 3rd part and repatriation**. Please be aware that if you return to the UK before the programme end date, your policy will become void. You must inform Twin if you need to return to the UK and it is your responsibility to purchase a new travel insurance policy, like for like with the original policy provided. Return to the UK during programme period is for emergency situations only.

A copy of the insurance policy and terms and conditions is provided with our pre-departure pack. Please ensure that you read and understand the coverage provided. If you feel that the coverage is not appropriate for your needs, then you are responsible for purchasing alternative cover.

If you have any pre existing medical conditions, you need to inform Twin, it may be that the policy wont cover you for existing health conditions so we need to know. In most cases, your EHIC card will cover you, but we need to "double check"

Your personal policy will be sent to you approximately 1-2 weeks before departure. Please ensure that you keep a copy of your policy available at all times.

In the event that you need to make a claim, please contact the insurance provider direct as Twin is unable to assist or influence your claim. We are of course here to assist and advise where we can

European Health Insurance Card: In addition to your private travel insurance, you are required to obtain a European Health Insurance Card (EHIC). Persons who are normally resident in the United Kingdom are entitled to an EHIC. A valid copy must be sent to Twin prior to departure.

The EHIC can be used to cover any necessary medical treatment due to either an accident or illness within the European Economic Area (EEA). The card entitles the holder to state-provided medical treatment within the country they are visiting and the service provided will be the same as received by a person covered by the country's 'insured' medical scheme. This may not cover all of the services you would expect within the UK and you may have to make a contribution towards the care you receive. Please see their website for full details.

The European Health Insurance Card is **free**; you simply need to apply through the website:

www.ehic.org.uk

It is your responsibility to obtain this card before you start the programme. In the event that you do not acquire this card, any expenses incurred as a result are at your own expense.



Greenwich Centre 12 Lambarde Square Greenwich London SE10 9GB

Medical Emergencies

Please ensure that you are fully prepared in the event of any medical emergencies.

Complete the form below during your induction and keep it with you at all times. You are strongly advised to translate this form into the local language.

Important Medical Information	
Personal Information	
Name	
Age	
Date of birth	
Local Address	
Telephone	
Mobile	
Home Address	
Next of Kin	
Next of Kin	
Relationship	
Telephone	
Mobile	
Host Organisation	
Host Organisation	
Coordinator	
Address	
Telephone	
Emergency Mobile	
Travel Insurance Details	
Provider	
Policy	Single Trip Policy
Dates of Cover	<i>Start date = your out bound flight / end date = your return flight date (Flights as booked by Twin)</i>
Emergency Medical Help number	TBC
EHIC	
Personal ID number	
Card ID number	
Expiry date	
Local Information	
Emergency Services Tel	
Hospital & Address	

Reports

In order that both Twin and your Host Employer can monitor the progress of your programme you are required to complete and submit a series of simple reports. The following reports must be completed and submitted on arrival to your host country, mid and end programme.

These are on line reports and we will forward necessary links when they need completing

Report number	Report Name	Complete during week	Enter your personal schedule
1	OLS Assessment	Prior to departure	
2	Training Agreement	Prior to departure	
3	Induction Report	2	
4	OLS course work (ongoing)	1 - 13	
5	mid Report	7	
6	European Mobility Certificate	10	
7	End Report	12	
8	Final Questionnaire	13	
9	Final OLS Assessment	13	

***Final Questionnaire:** During your final week on placement you need to complete the Final Questionnaire. This is an online questionnaire provided directly through the European Union. You will receive an email with your personal login and password. You must complete and submit this questionnaire. Erasmus+ will not consider you have completed the programme without this report completed and submitted.

Certification

On successful completion of the programme, all participants have the opportunity to receive a **Europass Mobility Certificate**.



This certificate is recognised by the EU. It provides details about the programme and importantly, it documents and recognises what you have learnt and the experience you have gained during the programme.

Each Europass has a unique code, which allows you to demonstrate its authenticity, if required to do so.

Your unique Europass Mobility Certificate and full instructions on how to complete it will be emailed to you during the programme. In the later stages of your internship,

Twin Group 1st Floor, The Greenwich Centre 12 Lambarde Square Greenwich London SE10 9GB

you will need to complete the necessary sections and ask your employer to approve and sign the document.

Twin will create this certificate template and Twin and host company will assist you to complete.

This certificate is a very useful supplementary tool to use with your CV. It is becoming increasingly recognised and you are encouraged to take the time to complete it.

References: If you require a reference letter from your employer, please ensure that you obtain this before you finish the programme, as it is very difficult to acquire one after the programme has finished.

If you have a problem

Every effort is made to ensure that participants fully understand the programme, that you have realistic expectations and that you understand what is required of you.

Places on the programme are limited, so please ensure that you are 100% committed before you accept a place.

As previously noted, the success of your internship is largely down to you and your attitude towards it, so please remember that this is a unique opportunity and although much of the organisation is done for you, the success of the programme is ultimately your responsibility.

Twin Group and your Host Employer are here to support you throughout the programme. We arrange your flights and insurance, your airport transfers and accommodation and (to a certain degree) your activities as well. However, for the purposes of the Erasmus+ programme, neither Twin nor your employer is to be likened to a Tour Operator.

You are strongly encouraged to deal yourself with any issues that arise as this is an invaluable part of the learning and development process that the Erasmus+ programme is designed to bring about. Developing independence, confidence and self-reliance are key benefits of joining the programme.

If however, you feel you need additional support, then please do not hesitate to ask. Who you should ask very much depends on what the issue is? As a general rule, Twin supports you through out your programme, your employer will support you in the workplace and in achieving your Training Agreement goals. Your host organisation will assist with accommodation issues. You will also be provided 24 hour emergency numbers.

Please carefully consider who is best placed to help you with your particular problem before you immediately call Twin, as often you will only be referred back to the people who can actually help you. For example:

- If you have a problem with your internship – firstly speak to your employer to see if you can resolve the issue.
- If you have a problem with your accommodation – maybe you can resolve it with your flatmates if not, contact the host organisation or/and Twin

Try to ensure that you make all efforts to resolve any issues, as you will discover this is an empowering experience and you will continue to develop your confidence and self-reliance.

It may seem that 13 weeks is a long time! However, the time will fly past. With this in mind, if you do have any issues or concerns that you are having difficulties resolving, please do not leave it. Please contact Twin team and we will step in. For example, if you feel that your placement is not progressing and you have spoken to your mentor at your Host Company to no effect, let us know and we will step in and mediate.

What to pack

Obviously what you choose to pack is a very personal decision, but here are just a few points to consider when you are deciding if you really need the kitchen sink:

- There is a 20 kg baggage weight limit on your flight – please check the weight restrictions before you arrive at the airport.
- The number of bags you are allowed to check in may also be restricted – again, double check beforehand.
- Any excess baggage costs incurred are at your own expense.
- Prior to departure your employer will advise on appropriate dress code.
- Don't forget to check out the weather in country, you don't want rain coats and boots if it is going to be 70 degrees.
- Ensure that you have sufficient supplies of personal medication if appropriate.
- It's a good idea to take plug adaptors for Spain and Lisbon, don't forget mobile phone and lap top chargers etc.
- It is not necessary to take 2 weeks worth of toiletries – you will be able to buy products locally.
- You may want to take personal photographs of family or friends.
- Photocopy any important documents and keep them in your hand luggage. Including your insurance documents.
- Make sure you have your flight itinerary and don't forget your passport and EHIC card.
- Take passport sized photographs, as you may need these for ID, travel cards etc.
- If you are a student, take proof of your student status with you, as this may be useful for price reductions for your travel card, entry to attractions, etc.
- In most cases it is advisable to take your lap top or tablet.

It is a good idea to contact your fellow group prior to departure so you can discuss what they are packing! And we are always here to advise.

Personal conduct

Places on Erasmus+ programmes are in high demand and can be of huge benefit for all involved. Participants who join the programme with an open mind and a positive, flexible attitude are likely to have an educational and empowering experience, which can only benefit their personal and professional future.

Your behaviour and personal conduct not only affects your own experience but also can have a significant effect on other participants, both in the present and in the future. Please remember that you are representing:

- Twin Group
- Your Employer
- Your country
- The Erasmus+ programme itself
- And of course – you are representing yourself

We have a formal disciplinary procedure in place for any participants who abuse the Erasmus+ opportunity.

This follows:

1. Verbal warning
2. Written warning
3. Final written warning
4. Expulsion from programme

As part of the contractual agreement, you are required to sign Terms & Conditions. By doing so, you agree to the expected standards of personal conduct and will forfeit your place on the programme if you do not adhere to them.

Section 1

General

- 1.1. The participant certifies that the information given in the application process is correct and acknowledges that any false information or information withheld may compromise their participation in the programme.
- 1.2. The participant declares that they are in good health and require no specialised medical attention.
- 1.3. The participant declares that they have never been arrested or convicted of a criminal offence.
- 1.4. The participant agrees to pay all fees in accordance with Twin and its affiliates' requirements and to submit all the requested documentation in a timely manner. Twin cannot be held responsible for any delay or additional cost caused by the participant's failure to do so.
- 1.5. The participant must read carefully all the materials provided by Twin and its affiliates, related to health and safety, legal, environmental, political, cultural and religious matters and conditions of the hosting country.
- 1.6. If the participant wishes to alter or cancel their participation after signing the contract, Full programme charges may apply.
- 1.7. Twin and its affiliates reserve the right to refuse any participant who is deemed unsuitable or does not meet the programme eligibility requirements.
- 1.8. Twin and its affiliates reserve the right to request a Criminal Records Bureau (CRB) check from any participant for any programme. All documentation related to the CRB check will be held in accordance with the CRB Code of Conduct. It will be the participant's responsibility to obtain and pay for this administrative costs.
- 1.9. Twin and the Host Organisation reserve the right to make changes to the programme as deemed necessary.
- 1.10. Twin and its affiliates only consider participation on the programme once the contract has been signed and sent to Twin by the participant.
- 1.11. Programme changes or departure changes may be subject to availability and additional charges. Please check with Twin if you wish to amend your dates as further charges may be incurred. All changes to a booking must be put in writing to Twin.
- 1.12. By signing these terms and conditions the participants agree to Twin using any photographs/images or quotes (verbal or written) that are provided by the participant or documented by Twin. Such photographs/images or quotes may be used in Twin's promotional material, such as website, leaflets, posters and brochures. Such images and quotes may be accompanied by the participant's name, age, and area of residence.
- 1.13. Twin shall not be responsible for or deemed to be in default by reason of delays or failures in performance of this agreement due to causes beyond its reasonable control including but not limited to civil war, war between nations, insurrections, strikes, riots, fires, floods, explosions, earthquakes, serious accidents, any act of government, governmental priorities, allocations, regulations, or orders affecting materials or facilities, acts of God or the public enemy, failure of transportation, epidemics, quarantine restrictions, or labour trouble causing cessation, slowdown or interruption of work and failure of suppliers and sub-contractors to furnish labour or materials within their contractual delivery times.
- 1.14. For the purposes of the Data Protection Act 1998, Twin is a data controller and therefore Twin may need to transfer personal data the participant provides to an overseas partner. This may be necessary in order to secure the placement or in order to protect the participants interests (for example in the case of a participant becoming ill, Twin may need to transfer medical information provided on the application form to assist in any medical treatment required).
- 1.15. Twin will not be held responsible for failing to pass on any information to participants in relation to the participants programme if it has never received or had any knowledge of the information.
- 1.16. Twin will not be held responsible for any problems incurred by the participant during the programme as a result of the participant failing to provide Twin with information that Twin would have deemed relevant to organising the participants programme.

Section 2

Placement

- 2.1. The placement may be subject to an interview.
- 2.2. The placement will be in an area, which is considered to be safe by the locals in the host country.
- 2.3. The placement should be approximately a 30 to 45 minutes commute on public transport from the participant's accommodation. However, at some destinations the journey might last up to 1h30 minutes.
- 2.4. The placement will normally start on arrival.
- 2.5. Participant hours of work should not exceed 40 hours per week.
- 2.6. The participant agrees to commit to the full duration of the placement.

- 2.7. The participant may indicate their internship work preferences, however, occasionally due to operational difficulties; the participant may be requested to carry out other reasonable duties than those specified on the original training agreement description.
- 2.8. The participant is guaranteed at least one day off per week.
- 2.9. The participant may be required to do shift work and/or work un-social hours.
- 2.10. The host country's national laws for sickness and absence from work will apply throughout the placement.

Section 3

Accommodation

- 3.1. All accommodation provided should be in a reasonable state of repair.
- 3.2. All accommodation will be in an area, which is considered safe by the locals in host country.
- 3.3. All accommodation will be fully furnished with cooking facilities if appropriate.
- 3.4. All accommodation should be approximately a 30 to 45 minutes commute on public transport from the placement. However, at some destinations the journey might last up to 1h30 minutes.
- 3.5. The accommodation contract is between the participant and the accommodation provider.
- 3.6. Laundry facilities may be at a different location to the accommodation.
- 3.7. All gas, water and electricity are included in the price of the accommodation.
- 3.8. Linen or towels may not be provided. (Please refer to Host Organisation details).
- 3.9. The participant may be required to pay a key deposit in connection with the accommodation.
- 3.10. The participant must, if required, complete an accommodation inventory.
- 3.11. The participant in shared accommodation will be held jointly responsible for any damages to the accommodation and any associated costs or any other costs incurred by them in association with the accommodation.

Section 4

Documentation & Reports

- 4.1. Participants undertake to fully complete and submit all required monitoring and evaluation reports. Failure to submit these reports within the scheduled time may result in Twin retaining the deposit.
- 4.2. It is the participant's responsibility to ensure that he/she has a valid passport and obtains appropriate documentation for entry to the hosting country.
- 4.3. Twin and its affiliates do not accept any liability for financial loss incurred by failure to have the correct travel documentation.
- 4.4. Twin will not be held responsible for any delay or additional cost caused by the participant's failure to comply with the clauses in this section.

Section 5

Financial

- 5.1. If a participant wishes to cancel their placement after their application has been confirmed and a place has been allocated but before they start their placement, they will be liable for all of the costs that Twin has incurred on their behalf.
- 5.2. If a participant decides of their own accord to leave the programme early after having started a placement, they will be liable for all of the costs that Twin has incurred on their behalf.
- 5.3. If a participant decides to leave the programme due to a legitimate complaint, the participant agrees to give both Twin and the Host Organisation a reasonable time to solve the complaint. If the participant chooses to leave before a reasonable time has been given, the participant will be liable for all costs incurred by Twin on their behalf.
- 5.4. All participants agree to pay a deposit of 150 GBP (we accept payments only by debit/credit card) that will be refundable upon the successful completion of the EU Connections programme. Failure to following contract in accordance with the rules will result in their deposit being retained.
- 5.5. The participant acknowledge & grant permission for Twin to charge any credit, charge or debit card nominated at start of the programme with any charges due to Twin under this T&C at any time during & after the participation of the programme.
- 5.6. All participants should have sufficient funds to finance themselves for at least the duration of their programme.
- 5.7. All calculations to determine the amounts to be paid to and/or received from participants will be based on Euros and converted to pounds sterling at the exchange rate applying on the date of the transaction.

Section 6

Personal conduct

- 6.1. The participant agrees to follow the terms and conditions of Twin, and its affiliates as well as those of the programme while participating on the programme.
- 6.2. The participant agrees to act with maturity, flexibility, respect and adaptability in all aspects of the programme.

- 6.3. The participant agrees to respect their hosts and their hosts' lifestyle and culture at all times.
- 6.4. During the programme, the participant will be representing their country and therefore every effort must be made by the participant to be a good ambassador for their country. Any behaviour likely to damage their or their country's image will lead to their instant expulsion from any programme without reimbursement of their deposit and the participant will be liable for all costs incurred to date by Twin on their behalf.
- 6.5. The participant must respect the rules of the programme and act in a professional manner at all times. Excessively bad timekeeping or absenteeism could lead to the expulsion of the participant without reimbursement of their deposit and they will be liable for all costs incurred to date by Twin on their behalf.
- 6.6. Twin and the Host Organisation reserve the right to dismiss from the programme any participant who is deemed to be a danger to themselves or others or whose conduct is deemed to be detrimental to the programme. In this event, Twin and its affiliates will not be held responsible for any costs incurred by the participant.
- 6.7. Twin reserves the right to dismiss any participant who brings themselves, Twin or any of its affiliates into disrepute.
- 6.8. In the event that a participant is removed from the programme due to points 6.4, 6.5, 6.6, the participant will be liable for all costs incurred by Twin on their behalf.
- 6.9. If during the programme the participant experiences problems, Twin suggests that they follow the following steps:
- 6.10. Try to resolve the issue themselves
- 6.11. Communicate the problem to the project supervisor/overseas partner and discuss the best solution
- 6.12. Contact Twin. All issues/complaints must be outlined in writing. In the case of a complaint please complete the Twin complaints form
- 6.13. Complaints must be in writing. Twin will confirm in writing that they have received your complaint within 5 working days.

Section 7

Health and Safety

- 7.1. The applicant declares that they are in good health and require no specialised medical attention.
- 7.2. It is the participant's responsibility to ensure they are fit to travel and to undertake any required duties when on placement.
- 7.3. It is the participant's responsibility to obtain the European Health Insurance Card.
- 7.4. All travels before, during and after the programme are at the participant's own risk and expense. Obtaining any necessary licenses, permission and insurance to operate motorised vehicles while on placement will be the responsibility of the participant.
- 7.5. The participant undertakes to research their host country in order to educate and familiarise themselves of any potential inherent risks associated with that country.
- 7.6. Participants will be provided with health and travel insurance, but are advised to buy their own insurance to cover expensive personal items.
- 7.7. Twin and its affiliates are not responsible for the participant's health & safety or for any loss or damage to property or any third parties property or persons, howsoever caused by the participant.
- 7.8. Twin and its affiliates cannot accept responsibility for the participant's health & safety whilst on the programme or for any loss or damage to property or any third parties property or persons howsoever caused.

Section 8

Travel

- 8.1. It is the participant's responsibility to ensure that he/she has a valid passport.
- 8.2. In the event that a participant misses a scheduled transport departure, it is the participant's responsibility to arrange alternative transport at their own cost.
- 8.3. In the event that participant decides to extend the duration of the programme, it is participant's responsibility to arrange and fund the return travel itinerary.
- 8.4. All travel arrangements booked by Twin are only from and to the UK.
- 8.5. If a participant decides to make his/her own travel arrangements (from and to the UK) Twin will reimburse the cost of those travel arrangements provided Twin receives adequate documentation to support the costs.
- 8.6. If the participant decides to make his/her own travel arrangements (from and to the UK) Twin will fully reimburse the cost if it does not exceed the amount spent on the group travelling at the same time. Otherwise, Twin reimburse the equivalent amount spent with the group travelling at the same time.
- 8.7. If the participant decides to make his/her own travel arrangements after Twin had already booked their travel arrangements as part of a group booking Twin will not reimburse the participant for their alternative travel arrangements.
- 8.8. UK travel expenses will only be paid to those participants who are taking part in the Erasmus+ programme as indicated on the participant's contract.

8.9. All travel during the programme is at the participant's own risk.

Section 9

Insurance

- 9.1. Twin will arrange travel and medical insurance for participants with appropriate Insurance. Company. This will be a single trip fully comprehensive policy including repatriation
- 9.2. It is the participant's responsibility to read and understand the level of insurance cover provided. If the participant would like an increased level of cover, then it is his/her responsibility to arrange alternative cover. The policy provided for the participant is a fixed policy and it is not possible to upgrade it.
- 9.3. All insurance claims or other insurance related matters must be settled directly with Endsleigh Insurance. Twin cannot affect the outcome of any claim.
- 9.4. In addition to private travel and medical insurance, participants are required to obtain a European Health Insurance Card (EHIC). Persons who are normally resident in the United Kingdom are entitled to an EHIC.
- 9.5. It is the participant's responsibility to obtain this card before the start of the programme. In the event that a participant does not acquire this card, any expenses incurred as a result are the participants' responsibility.

The laws of the United Kingdom shall govern this Agreement.