

EuropeAid project: "Helpdesk platform and support to New Member States (NMS) Non State Actors/Local Authorities in the Development sector" (Contract Number DCI-NSA/2008/155-602)

HOW TO CARRY OUT A HANDS-ON WITH US?



The hands-on is usually carried out on project proposals and/or on aspects of ongoing projects.

Proposals/Reports screening

The helpdesk uses specialised checklists and in-depth analysis to provide feedback on the comprehensiveness and/or weaknesses of the proposals or reports composed at all stages of a EuropeAid (would be) financed action.

Project financial control

This exercise focuses on the eligibility of expenses, accuracy of supporting documents (e.g. invoices, receipts, contracts, and tender dossiers), congruence of internal procedures and their application to the project.

The hands-on support takes place in four different phases:

1. Availability of project documents

In this phase the punto.sud team makes a pre-identification exercise of critical points in the project logic and/or implementation modalities. Data supplied will be used solely for the purposes for which it was provided. Confidential information will not be disclosed to third parties. We recognise that information exchanged is off the record and we take all reasonable measures to protect it whilst in our care.

2. In depth analysis of selected documents/management areas

The main criticalities and weaknesses of a project are highlighted together with the main areas in which support is needed by your Organisation. Ad-hoc solutions and recommendations are identified at this stage.

3. Hands-on meeting (if necessary)

If deemed necessary, a meeting between punto.sud experts and your staff can be organised. During this meeting the findings of the initial screening of the project documents are presented and discussed with your Organisation's appointed staff. This meeting will usually take place in your country before or after the training. The exact date is fixed in the invitation to the training.

4. Follow-up

The punto.sud experts and the appointed staff of your Organisation define the terms of the follow-up phase (e.g. use of helpdesk day-to-day support, provision of specific tools and formats).

5. Evaluation of the Hands-on Input

Your Organisation evaluates the impact of the hands-on input, in particular concerning the usefulness of the service and the suggestions received.

The hands-on can be requested in writing to the Helpdesk.

CONTACTS

The helpdesk is run by highly-experienced puntosud experts offering support to EuropeAid partners in the field and at Headquarters. To submit your queries please write to helpdesk-europeaid@puntosud.org. You may also consult the puntosud helpdesk for EuropeAid-funded projects at www.puntosud.org/europeaid-helpdesk.



This project is funded by the European Commission