

Interreg CENTRAL EUROPE Programme

Application Manual

Part E: What support we offer

Part E

What support we offer

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I. Introduction to support offered by the programme

Providing accurate and comprehensive information, guidance and advice to applicants are key aspects for improving the quality of project applications. The Interreg CENTRAL EUROPE Programme therefore offers support in preparing project applications on the national and the transnational level during both steps of the application process.

Most of the programme support measures will be offered optionally. Only in step 2 of the call, when filling in the full application form, at least a **formal consultation** with the joint secretariat or the **participation in the transnational lead applicant training** will become mandatory. **Without attending either of this, an application cannot be submitted.**

II. Support in preparing the application form

In addition to the comprehensive application manual, support will be offered through following tools and measures.

Please make yourself familiar with information in the application manual and other relevant documents before starting to prepare the application. For further information on relevant documents please refer to part A, chapter V.

Programme website

The programme website www.interreg-central.eu is the one-stop-shop for finding thorough information related to the call. It offers answers to frequently asked questions, all relevant call documents and tools as well as a timeline, news and information on events.

The country-specific section of the programme website provides additional information on national contacts as well as on possible obligations for applicants.

CENTRAL EUROPE Community

The CENTRAL EUROPE Community is an online platform for exchange on project ideas and to facilitate transnational partner search. It is accessible through the programme website and can be joined free-of-charge. Registered members get access to each other's contact details. They can also post new project ideas in a database or search for partners.

Through joining the programme's LinkedIn groups, potential applicants are offered an additional platform for posting and/or exchanging on project ideas as well as searching for partners.

Helpdesk

The helpdesk provides basic information on the call procedure and can be reached by phone at +43(0)18908088-2403 or per e-mail at helpdesk@interreg-central.eu.

In addition, for any questions or problems related to the electronic monitoring system (eMS) applicants can contact the eMS technical support on +43(0)18908088-2405 or send an email to helpdesk@interreg-central.eu. See also part D chapter III.3.

Transnational information event

The transnational information event provides basic information on the call to a transnational audience. It also serves as a platform for an early exchange on project ideas and partnerships.

The transnational information event on the first call for proposals already took place in Vienna on 1/2 July 2014. Thorough documentation of the event is available on the programme website at www.interreg-central.eu.

National information event

National information events are organised by national contact points in step 1 of the call to provide applicants with basic programme as well as call- and country-specific information. It is recommended to participate in the national event before joining the transnational lead applicant training (see below). For updates on national information events please check www.interreg-central.eu.

General guidance on national level

National contact points function as the first point of contact for applicants seeking individual guidance. In their guidance national contact points assist applicants during project idea development also providing general feedback especially related to national requirements. They also help identifying potential synergies between project ideas.

Transnational lead applicant training

A support measure that kicks in at an advanced stage of application development is the transnational lead applicant training. The focus of this training is a step-by-step guidance on how to fill in the relevant sections of the application form. The training is a mix of theoretical plenary information and practical workshop exercises. Back-to-back with the training, applicants will also have the opportunity to present and discuss their project ideas in the frame of individual consultation with the joint secretariat.

Step 1

The transnational lead applicant training on the light application form will take place in **Vienna on 10 March 2015**. Participation will be limited to potential lead applicants and/or experts representing them. The training will be webstreamed and consultations with the joint secretariat will be offered on the day of the event as well as on 11 March 2015, upon **prior scheduling** through the helpdesk (see below).

Step 2

The transnational lead applicant training on the full application form is expected to take place shortly after the launch of step 2 of the call. Participation will be limited to lead applicants and/or experts representing them. Back-to-back with the training, consultations with the joint secretariat will be offered.

For registration and updates on the transnational lead applicant trainings please check www.interreg-central.eu.

Individual consultations with joint secretariat

Step 1

Individual consultations on the project idea and partnership are offered by the joint secretariat when filling in the light application form. For this consultation project ideas should be already at a more mature phase of preparation. Such consultation is voluntary. The consultation request by the lead applicant shall be accompanied by a preliminary concept based on the project idea template (available in the CENTRAL EUROPE Community). Not more than one individual consultation per project idea will be offered and it will last a maximum of 30 minutes.

Step 2

Individual consultations on all aspects of an application (content, financial and communication issues) are offered by the joint secretariat when filling in the full application form. Consultations are recommended as a follow-up to participation in the transnational lead applicant training for step 2. If - in step 2 - a project cannot participate in the lead applicant training, an individual consultation becomes mandatory before submitting the full application form.

This consultation aims at providing technical advice focussing on the work plan and budget and will last a maximum of one hour covering all content, financial and communication issues. Not more than one individual consultation will be granted to the same project proposal and it will last a maximum of one hour (indicatively 30 minutes for content plus communication issues and 30 minutes for financial issues).

ATTENTION

Consultations in both steps will not be based on the application form as such and cannot be regarded as a pre-assessment.

Consultation requests

Individual consultations can take the shape of physical meetings in the offices of the joint secretariat, take place back-to-back with the lead applicant trainings or be organised as phone and/or video meetings.

Consultations with the joint secretariat will start with the launch of the call. It is recommended to avoid requesting consultations at the very last moment before the closure of the call in order to allow sufficient time for further elaborating the application (and also considering limited resources at the joint secretariat).

Slots for consultations have to be requested via email through the helpdesk, which can be reached at helpdesk@interreg-central.eu.

Consultations are limited in time but for questions of a more general nature the helpdesk can be addressed at any time.

Building on the above support at application stage, approved projects will also be offered continuous support through dedicated training for (lead) partners throughout project implementation. Lead partners will be briefed at project start and yearly trainings are foreseen for project, finance and communication managers.