



Internal Communication Plan

(Guidelines for internal project communication)

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1. Communication objectives assumed by partners in the application form

To insure a good quality of the implementation of the project a good communication between all the partners involved is very important. In addition to the transnational meetings, regular meetings will be organized online, for cost-efficiency reasons. The communication will be timely, consultative – always inviting contributions from partners, flexible. Responsible for the partnership project in each organization will be also responsible of ensuring an effective communication flow. This will include record-keeping of discussions, points raised and conclusions reached, record-keeping being important in a partnership as it ensures transparency, recording commitments and capturing the partnership's history.

2. Objectives of the Communication Plan

The aim of this document is to provide general communication guidelines for the project and to assure a good and sound communication throughout the project lifecycle between the consortium members and between the Coordinator and ERASMUS+ Agency.

The Communication Plan has the purpose to alleviate any occurring communication issues and to diminish unforeseen issues in project implementation. Throughout this document we plan to ensure that all the partners understand clearly the tasks and work to be completed and have access to all the project information.

The proposed communication means are adjusted to the needs of the project implementation and partner's resources and are broken down on several important multiple levels.





3. Key Messages

Project management is a highly responsible and demanding role. During the project implementation, the *Project Management Team will act as the main accountable body in charge of keeping the entire consortium in touch with foreseen activities.*

Types of information that will be communicated by the Coordinator to project partners

Information communicated by the Coordinator to project partners on the one hand depend on the ongoing activities being implemented and foreseen by the activity plan, while on the other hand they depend on the new circumstances. The following information shall be communicated by the Coordinator to all consortium partners:

- Information regarding the Grant Agreement and Partnership Agreements (and other connected documents);
- Important announcements;
- Information concerning planning of activities in a timely fashion (travel arrangements, training/conference preparation/input/feedback);
- Sending out Minutes after consortium meetings/workshops/trainings;
- Updates, deadlines and other reminders;
- Follow up on project activities and project outputs/deliverables;
- Information concerning budget expenditures;
- Any other relevant information relating to slight or significant alterations within the project.

Types of information that will be communicated by the project partners to Coordinator

Keeping an open two-way communication channel between the project partners and the Coordinator is crucial for successful implementation. *Responding to the Coordinator's e-mails without delays and in a minimal time frame* is of great



importance and acknowledges that all partners are devotedly involved in project implementation.

The following information should be communicated by the project partners to the Coordinator:

- Information pertinent to the status of implementation of activities within each partners' home institution;
- Information that requires support or input from the Coordinator regarding certain activities;
- Information relevant to all partners pertinent to newly occurring situations;
- Information that signals any delays in implementation for unexpected reasons;
- Enquiries and required support related to administrative or financial project management;
- Enquiries related to financial and narrative report delivery;
- Feedback and inputs on project, minutes when necessary;
- Questions regarding activities that demand certain changes;
- Suggestions to improve certain activities, organize/implement new activities that would provide an added value to the project, etc. (all within the allocated budgets of the project);
- Other significant information for a successful implementation of the project.

Transparency in communication

The management team of the project embraces transparency in communication like a mean to create a good project implementation environment.

- when Coordinator send emails with vital information for the project implementation, all partners are kindly requested to assure a response within the shortest time possible (and vice versa);
- the project will be available online inside the web site of USAMV www.managusamv.ro;



- to share information between partners the project will use Google drive sharing capacity (*Erasmus KA203-063752 – 2020 Google drive folder*). It will be used primarily for project materials created or exchanged, i.e. for sending associated files and for joint work on these files. A link to it will be sent to the members of management teams, to partner contact persons or to the persons authorized by the contact persons.
- to collect important documents related with the project a dedicated page on Research Gate will be created.

Decision making steps

Reaching consensus in decision making processes is crucial. The steps will be: coordinator/partner proposal communicated to all and idea/suggestion/concern generation; discussion between the partners to clarify the issues; commitment and decisions based on reached consensus. In extreme cases when and if the consensus cannot be reached for various and fully justified reasons, the final decision-making role is given to the Coordinator who is obliged to respect the recommendations of funding authority. Every final decision of this kind must be discussed and approved by the ERASMUS Project Monitor.

Alterations during project implementation (pertaining to new circumstance unspecified in the project application) could cover various issues: change of location in hosting country, change of Staff engaged in the project or a partner taking over the lead of WP instead of the foreseen partner, etc. The decision can and will be implemented only after reaching a full consensus between the Coordinator and partners that the alteration is justifiable and accepted.

Also, at times, project implementation requires that certain changes take place. While some changes may only call for the approval of the Coordinator, others could require that the ERASMUS Project Monitor is contacted for approval. It will be up to the Coordinator to decide which approach to take. It is the Coordinator's obligation and role to communicate changes and updates of project implementation to ERASMUS Project Monitor. All changes within the project





are recorded and incorporated in the narrative report to ERASMUS Project Monitor.

IMPORTANT: All partners are strongly encouraged to regularly consult Guidelines for ERASMUS and all connected documents. It provides instructions on the implementation of the activities and on how to handle the financial side of project. Moreover, it clarifies matters arising from the Grant Agreement and its annexes. Therefore, partners are kindly invited to read those documents in detail.

4. Communication Channels

Tables with all project main contacts per partner for efficient and effective communication purposes.

Institution	University of Agronomic Sciences and Veterinary Medicine of Bucharest (USAMV)
Name	Lecturer PhD Vlad Ionela Mițuko
Emails (institutional, Gmail, Yahoo)	
Accessibility (Messenger, WhatsApp, Skype, etc.) with the ID of contact	Preferably via E-mail, WhatsApp, Google Meet
Institution	University of Almeria (UAL)
Name	Cristina Cano Ortega
Emails (institutional, Gmail, Yahoo)	
Accessibility (Messenger, WhatsApp, Skype, etc.) with the ID of contact	Preferably via E-mail
Institution	Humboldt University
Name	Markus Hanisch
Emails (institutional, Gmail, Yahoo)	
Accessibility (Messenger, WhatsApp, Skype, etc.) with the ID of contact	Preferably via E-mail, Skype (elam_270) or Zoom
Institution	Asociatia Laboratorul de Solidaritate (ALS)
Name	Ancuta Vamesu
Emails (institutional, Gmail, Yahoo)	
Accessibility (Messenger, WhatsApp, Skype, etc.) with the ID of contact	Preferably via E-mail, Email, WhatsApp





Use of e-mail, land-line telephone, mobile phone (or apps. such as WhatsApp, etc.), conference call (Skype, Meet, etc.) and face-to-face communication.

ERASMUS funded projects allow thousands of people to work in a virtual environment and experience the sense of a global team. Remote team communication has become an indispensable tool in everyday life. Face-to-face communication is still highly appreciated but project implementation will considerably rely on virtual means of communication due to manifold reasons: cost-effectiveness, speed, location of partners, etc.

Effective communication will be done via email, mobile phone and apps meetings. Each consortium partner is free to decide what means of communication to use to contact the Coordinator or other partners. In case of choosing apps, partners are kindly asked to set the timing well in advance. It is important to regularly check the email address provided to the Coordinator as the main contact address in project related implementation. All partners are kindly asked to give the project due priority when needed and respond to project related emails promptly and at their earliest convenience. The Coordinator holds the responsibility to swiftly reply to any partner email or phone call.

5. Communication Plan implementation

The project timetable provides a comprehensive timeline of foreseen meetings, trainings and other activities and also the due dates of the above-mentioned activities. However, slight changes are always possible.

- ***The distribution of the information*** - regarding the timeframe prior to joint meetings, trainings, workshops, etc. we establish that the planning of the events should always be discussed at least two-three months prior to the event, and it is the responsibility of the Coordinator to keep track of the timeline. The Coordinator shall distribute information pertinent to an event and initiate the planning process amongst the consortium.
- ***Meetings management*** - all consortium meetings will have a Provisional Agenda created prior to the meeting (the earlier, the better). The first draft of the Agenda will be created by the project partner hosting the event, then checked by the Coordinator and other crucial actors in the process for



further feedback. The final meeting Agenda will be sent out to all partners prior to the meeting.

- we will *establish a standard template for meeting Agenda, ppt presentations, meeting Minutes and WP to-do list*. So, project identity is very important. In order to build a recognizable, comprehensive, yet creative project identity, the visual aspect of this matter is crucial. Standardized template with a specific logo will be designed and used throughout the project implementation by all partners. This is seen as significant for the achievement of a greater visibility impact.
- **Financial information** - The Grant Agreement signed between the Coordinator and ERASMUS holds the USAMV Bucharest responsible for sound financial management. In compliance with the GA and the signed Partnership Agreements, the Coordinator shall make further budget distributions to all partners in the consortium. It is crucial that partners keep track of the allocated funds at all times and notify the Coordinator (in form of an internal report) of all expenditures and project balance. Besides the electronic version of the budget, all partners of the consortium are strongly encouraged to have a hard copy of the budget documents (comes in handy during the meetings/online meetings that potentially include financial matters).
- **Implementation progress and expectations** - the implementation progress and the quality of the implementation progress (processes and outcomes) will be monitored by the Coordinator.
 - o at the institutional level: Monitoring meetings (including online) of the Coordinator and partners will be conducted in order to identify specific problems or delays and ensure the adequate project outcomes. During these meetings will be evaluated all activities on the project done up to that moment and the minutes will give an insight on possible solutions for unexpected problems.
 - o Feedback at these two monitoring levels will ensure a sound implementation progress and will be discussed and implemented. In order to meet the needs related to quality control processes, the following activities will be imperative:





- fluent communication between University staff and University administration on project implementation progress;
 - fluent communication within partners;
 - Erasmus+ National Office(s) will be regularly informed about the project progress;
 - all crucial reporting dates and deadlines shall be stated in the Partnership Agreement.
- **Conflict resolution** – The Consortium relies on amicable conflict resolution. Unexpected issues will be handled promptly. In case of any disputes within the Consortium, the partners shall make the effort to reach an agreeable solution to the benefit of all and in the spirit of good cooperation. Conflict resolution will be based on the facts drawn from the previous written communication among the partners. Disputes should be communicated in writing and addressed to the project Coordinator and the project Steering Committee. The Coordinator keeps the right to decide whether to inform the EACEA about the conflict and/or ask for its mediation.

With all the above in mind, it is crucial to point out that communication among partners should be transparent and channeled exclusively through the official email addresses.

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