Lifelong Learning Programme

Education and Culture DG

E(CO)-QUALIFY
Innovation transfer for Organic Retailing Education

IMPLEMENTATION OF A QUALITY ASSURANCE SYSTEM FOR TRAINING IN ORGANIC FOOD RETAIL – ECOQUALIFY III

LEONARDO DA VINCI Transfer of innovation
2010-1-GR1-LEO05-03967

MINUTES OF WORKSHOP 2

Plovdiv, April 28th - 29th, 2011

Host institutions:
Higher School "Agricultural College"
Eurocentre - Land and Environment

Attendees at the Workshop 2

- **University of Thessaly, Greece**
  Prof. Stergios Tzortzios – Project Coordinator
  Atanasia Tziortziou
  Paschalis Gkoutsidis

- **Organic Retailers Association /ORA/, Austria**
  Ralph Liebing

- **Higher School "Agricultural College", Bulgaria**
  Assoc. Prof. Dr. Mariana Ivanova – Vice Rector
  Katya Arabska – International Relations Department

- **Eurocentre - Land and Environment, Bulgaria**
  Assoc. Prof. Dr. Vladislav Popov –

- **C.V.T. GEORGIKI ANAPTIXI, Greece**
  Nikos Zacharoulis

- **Romanian Resource Center for the Promotion and Marketing of Organic Products - "EcoR Partner", Romania**
  Damian Dragomir

- **Canakkale Onsekiz Mart University, Turkey**
  Prof. Ahmed Adem Tekinay
  Prof. Hamit Altay
  Dr. Nazan Cevik

- **Organic Product Producers and Industrialists Association (ORGÜDER), Turkey**
  Melahat Özkan

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April 28th, 2011 /Thursday/ - 9:30 – 17:00

Welcome speech of Assoc. Prof. Dr. Dimitar Dimitrov - Rector of the Higher School "Agricultural College" – Plovdiv

Introduction of the agenda for the two days meeting - M. Ivanova

Review and discussion of the performed tasks and evaluation of the partners' performance for the first stage of the project (October – April) – Stergios Tzortzios – Coordinator presented by Mrs. Atanasia Tziourtziou

The meeting started with a review presented by Stergios Tzortzios – Project Coordinator. He considered performed tasks and partners performance evaluation for the first stage of the project (October 2010 – April 2011). He also paid attention to the website of the project made by the web-site implementation team.
Atanasia Tzortziou assisted in the presentation and gave more detailed information about:
Activity 1: Product management and implementation, especially web-site design and development of the public part and the collaboration tools, ADAM portal and Dropbox tool.
Activity 2: Framework Analyses, paying attention to the translation of questionnaires, establishment of contacts, interviewing, summarizing and analyzing the results.
Activity 3: Adaptation of QAS to the national requirements pointing out the importance of the translations of Quality Handbook, testing the QAS, valorization and dissemination.
She gave an estimate of the activities done till now and all that could be done in the future according to the project schedule.

Another point was the flyer drafts in different languages and final versions for printing. Mariana Ivanova presented two printed versions – in Bulgarian and in English, made according to the final designs of Dana which were discussed later on.

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Presentation of results of Framework analysis – ppt presentations made by representatives of each importer country (Greece, Bulgaria, Romania, Turkey)

Then the workshop proceeded with presentations of Framework analyses results – ppt presentations made by the representatives of each importer country, as follows:

1. Greece – Atanasia Tzortziou

The results of investigations made in both organic agriculture (with olives, fodder and cereals predominating) and organic husbandry (goats, sheep, pigs, and poultry) was shown, as well as monitoring system and certification, certification bodies and agencies, places where producers sell organic products, types of retail stores, inspection, percentage of organic products sold (fruits, herbs, etc.), import-export proportions, etc.
Special attention was paid to the educational background of trainees in retailers training. The most important topics of training for producers (organic trade, good storage, organic agriculture and advertisement) and retailers (communications skills, promotion, advertisement etc.) and types of training tools (producers: face to face and sort seminars and retailers: sort seminars and e-learning) were also considered.
The cross correlation producers-consumers in supply and demand of organic products and the importance of the price and the variety of the organic products were also concerned.

Σχόλιο [A1]: There some corrections in the highlithed text

2. Turkey – Nazan Cevik

A presentation was shown analyzing the following topics:

- organic production in Turkey
- product type and product variety
- products of plant or animal origin, beverages, processed products
- much export and less imports
- certification bodies and agencies (most located in Izmir)
- places where organic producers sell the organic produce (mostly at municipal open markets) and the significance of prices
- the most important topics of training
  - for producers (good storage, sales communications, environmental obligations, etc.)
  - for retailers (sales communications and price policy)
- types of the tools preferred
  - producers: e-learning, short seminars;
  - retailers: e-learning, printed materials).

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3. Romania – Damian Dragomir

Organic sector state in the country and organic food retailing were presented. The presentation started with a brief history of organic farming in Romania and terminology and identification (used term being "ecologic"). Then the organic sector structure and inspection and certification bodies were concerned.

Organic producers, organic farming dynamics, crop structure in organic farming and organic surface structure evolution were also shown.

Pointed out were also the following: number of registered operators by counties, products of plant and animal origin, processed products, organic processors by sectors, selling channels of organic products of the organic producers (being especially hyper and supermarkets) and dynamics in organic products trading.

Training needs analyses of beneficiaries interested in organic food retailing (producers and retailers) as well as percentages of organic products purchased (the highest for honey and dairy products) were also highlighted.

In conclusion the increase in the international market and the bigger demand from consumers as well as action plans including producers, processors, retailers, consumers, stakeholders and decision makers in organic sector were stated.

4. Bulgaria – Mariana Ivanova

The presentation showed the current state of organic agriculture in Bulgaria, organic managed area (about 3% compared to 4% for the EU), type of organic production, certification bodies and agencies, organic food purchases, types of stores, etc.

The biggest and the most famous stores in Bulgaria were presented too as well as the Bulgarian association dealing with the problems in the organic sector.

The results of questioning Bulgarian retailers and producers were also presented.

The very interesting situation, coming from export predominating over in-place consumption of local organic produce but at the same time imported organic products sold in stores and the influence of all this on the prices, raised a discussion on this issue and comparisons with situations in countries of project partners.

Melahat Ozkan stated the situation in Turkey, the increase in organic market and the import-export proportion.

Ralph Liebing paid attention to the prices and the opportunities of organic products exchanging between neighboring countries as well as the threat of creating a wrong image.

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Vladislav Popov stated the situation in regulation changes in Romania, and from the last October in Bulgaria too, in which the products must be sold in the corresponding region, so that local sales and short distribution chains should be favored.

Σχόλιο [A2]: Favoured

Then the discussion went to another direction – the significance and the relevance of different modules in the Quality Handbook of EcoQualify II project.

Σχόλιο [A3]: EcoQualigy III????

Stergios Tzortzios paid attention to a situation in which marketing is more needed than organic production modules and put the question of the Handbook content.

Vladislav Popov stated the importance of the transfer and Ralph Liebing considered the modular system and agricultural aspects of groups as a basis for product related modules.

Mariana Ivanova presented the EcoJob-AP project concerning the training on European standards for ecological agricultural production, especially the Handbook and the on-line course under the project as a good practice.

Analysing the results of testing phase in the exporter countries by Ralph Liebing

According to the agenda the workshop continued with *analyzing results of testing phase in the exporter countries*.
Ulrich Dierman was absent because of illness but he has sent a letter saying his point of view about issues that should be discussed which was read by Mariana Ivanova.

Ralph Liebing presented EcoQualify I and EcoQualify II and compared the situations in Germany, Italy, Czech Republic and Austria. He pointed out the significance of the Quality Assurance System in organic retail and paid attention to the necessary qualifications of teachers concerning academic and additional training plus practical experience. He stated markets are differently developed in different countries but the interest in organic retail training was now really big. Trainees preferred printed materials and e-learning, so the situation in education was such that tools and ways should be used so to fulfill training requirements. He said this was in close connection to the choice of trainers.

Σχόλιο [A4]: Fulfil

Ralph Liebing underlined the importance of the core contents of QAS, country-specific situations and trainers (academic background and practical aspects). So the content should take into account national aspects and thus cooperation, partners, contacts (he pointed for example Forum Berufsbildung in Germany had a crucial role. He gave for an example the IT platform and network called Learn city. The education should be of the highest possible quality and should consider practical aspects of training. So the Quality Handbook translations in different languages were very important as a beginning.

Discussion about the perspectives for adaptation and implementation of QAS in the importer countries

During the discussion about the *perspectives for adaptation and implementation of QAS in the importer countries*, Stergios Tzortzios underscored that all the partners in the current project should be acquainted with the weak points in the previous project and the opinion of the Italian partner in EcoQualify II should be taken. Knowing the weaknesses the Quality Handbook could be corrected and improved taking into account the great importance of good practices and the practical points and details.
Melahat Ozkan put the question about certification of people (who and how many) that should be defined more exactly.

Σχόλιο [A5]: Ralph Liebing declared that O.R.A is in responsibility to give accreditation.

According to the agenda following lunch the meeting continued by a discussion and a review of comments on the flyer presented and the Quality Handbook contents (what is needed for adaptation, what should be particularized in each country, etc.).
First, the printed flyers quality was discussed and so were some little mistakes.
Damian Dragomir suggested the EU organic logo to be added too. Because of not so good quality of printed flyers and the need of some mistakes' corrections in versions in different languages, Mariana Ivanova gave the e-mail of Dana (dana@greenmarketing.cz) to the partners in order each one to contact directly.
Katya Arabska explained that before confirming and sending final versions to the printing houses it would be the best if each one made clear all requirements of the printing houses and complied with them when making design and using software and file format for it.

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Mariana Ivanova said that in the Dropbox there are versions in pdf.
Vladislav Popov added that this format was not good enough for printing.
Katya Arabska said that the most pictures were with low resolution taken from the Internet, so these problems should be specified with the printing houses in order to get the best quality.
The deadline for finishing all work on flyers was defined to 10th May 2011.

Another issue that should be done in this deadline (10th May 2011) is taking ***the whole evaluation of the Italian partner*** and results in partner countries following finalization of the previous project.

A local TV came to make reportage on the event and a clip about the project in connection with the dissemination of results. All the partners had the opportunity to say something about the project, the situation in importer countries and the significance of its implementation.

Then the discussion went on the ***Handbook structure***.
Stergios Tzortzios underlined the difficulties in teachers' qualification.
Ralph Liebing said that it is very important to find appropriate trainers.
Vladislav Popov paid attention to the structure and the opportunities for division by sectors.
Ralph Liebing stated that the content must be country specific.
Stergios Tzortzios gave an example based on the situation in Greece according to Framework analyses – the most needed topics being marketing and economic aspects than organic farming.
So the opportunities of changing hours were discussed.
Vladislav Popov explained the certification by ORA according to the Handbook and how hours in submodules could be changed.
Ralph Liebing added that all this depends on the trainees and that it would be very important to check the state of their knowledge before starting the training in order to make more precise the needs of additional training or not. The groups should not be mixed. The trainees could get one or two modules but they should pass a test in order to get a certificate.
Vladislav Popov put the question about a sample test before beginning and the importance such tests to be made.
Ahmed Adem Tekinay asked about a test for each module.
So a suggestion in every partner country preliminary tests to be made in order to check the entrance level arose because of the importance of target groups and taking into account who would be the beneficiary.

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Ralph Liebing gave an example with the Concept for a European E-learning platform for further education in organic food retailing. The IT platform establishment included two projects: first – defining standards both at operational and managerial level; second – every module with the content and hours of training. It concerned mostly the long-distance learning.

He also presented two types of target groups:

- people in customer contact who are actively selling organic products or groups of people catering with organic food, and
- people wishing to learn more about organic food and retailing;

and their relevance to the contents for the planned e-learning.

He explained that some of these issues are also mentioned in the Quality Handbook.

Vladislav Popov underlined that partners should go from the framework analyses to the target groups. He pointed out the significance of answering to the following questions: who would be trained (producers, processors, traders) and what would be trained because all the target groups pointed had different number in different countries. And the next question was about the institutions: who was going to train them?

Melahat Ozkan put again the question about the contents of the modules.

Ralph Liebing and Mariana Ivanova explained that the Handbook is not the teaching materials, here was the framework and it had an absolute relation to the practice because it had been practiced for last years.

Stergios Tzortzios put again the question about the obligation to stick to hours stated and what would be the case if there was a need of training in only one module (for example marketing).

Ralph Liebing answered that everyone should follow the guidelines given in the Handbook.

Ahmed Adem Tekinay asked if every module could refer to a certification (6 modules – 6 certificates) and if there were opportunities to change the modules inside.

Mariana Ivanova answered that the Handbook is a guideline and that the training institutions should have curricula according to stated requirements.

Vladislav Popov added the role of ORA as an auditor.

Ahmed Adem Tekinay put the question about the examination and the participation of ORA in it.

Mariana Ivanova explained that first the training institution should be certified and that the trainers should follow the guidelines in preparing their curricula. She gave an example and explained the certification of Higher School "Agricultural College" according to ISO. She added that the EcoQualify was nominated as a good practice which could be now really transferred.

Σχόλιο [A6]: Ralph Liebing said that the implementation of a Quality Assurance System for training in Organic Food Retail in the frame of ECOQUALIFY III project will take place in: Centres for VET, Colleges / Universities and Professional Agricultural Schools.
Each training Institution should prepare a Curriculum according to Handbook guidelines. Auditors from ORA will audit the training institutions for the proper way they follow. At the end of the training the training institution should developed preliminary test for the trainees that they should successfully passed. After that the training Institution will give the certificate to each trainee.

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Stergios Tzortzios asked Ralph Liebing to explain all in detail that way as all in the room were trainees.
Ahmed Adem Tekinay underlined the importance of making a Quality Handbook in each country.
Stergios Tzortzios put again the question about training subjects.
Mariana Ivanova answered with the example of the accreditation of an institution and curricula development.
Ralph Liebing underlined again two steps presented in the first and the second book given to all the partners before. He gave an example concerning targeting the trainees – not department but personal certification in order to give the highest possible quality.
Vladislav Popov explained the Bulgarian situation – higher education institutions work in accordance to requirements of both National Evaluation and Accreditation Agency and ISO, so would be the case with ORA and others.
Vladislav Popov and Stergios Tzortzios diccussed another example – that of Greek organic fish market, and the opportunities to make changes in the Handbook.
Stergios Tzortzios underlined that it would be crucial to improve the Quality Handbook.
Damian Dragomir pointed out the importance of both the accreditation of vocational centers and the recognition of such institutions in country.
Vladislav Popov explained the situation in Bulgaria where there are national (state) requirements and the necessity of making a connection with ORA accreditation.
Damian Dragomir directed attention to vocational providers.
Vladislav Popov drew a scheme showing the following steps:

- target trainees and what to train (these are in relation to Framework analyses)
- testing the knowledge of trainees
- developing curricula for training each group based on the Quality Handbook and E-learning platform (content) – how many hours / submodules for each specific group, and in a feedback with this:
- developing QA procedures to get certification, for example by ORA.

Stergios Tzortzios said that the interdepartmental structure in training institutions must be considered because the importance of the modules was different.
Ralph Liebing said that the Handbook should be adapted to each situation.
Mariana Ivanova considered national QAS as a product and the importance of developing all these modules to learning outcomes according to European Qualification Framework concerning vocational training giving an example with another project.
Melahat Ozkan explained the work on another project comparing EU system and Turkish legislation and put the question of interested persons or institutions.

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Mariana Ivanova explained that each partner institution could apply to get a certificate from ORA.
Vladislav Popov asked if it was possible to comply with national requirements and European Qualification System.
Ralph Liebing answered that they were still working on it but Vladislav Popov said that it is really important to consider such things in order all the work doing the Handbook to have sense. He said that otherwise the result would be a private Quality Handbook.
Damian Dragomir asked who would need accreditation and recognition in this case.
Then Nikos Zacharoulis put the question about national organizations for standardization and the place of private certification.
Vladislav Popov added the importance of complying with national accreditation systems for training institutions in order to convince them in the necessity of such a certification.
Stergios Tzortzios attempted to summarize all the questions and made clear the reasonable question about national recognition systems so that to correct the things and the Quality Handbook to be improved. He stated the need of development of the system.
Vladislav Popov underlined again the significance of the results for the framework analyses.
Damian Dragomir asked if there was a correlation between the European standards of qualifications and the hours into the Handbook.
Vladislav Popov and Ralph Liebing explained that in order to establish a national system based on the European there should be a European one first.
Stergios Tzortzios pointed out the opportunities of Cedefop and suggested to use this to make the system more serious.
Ralph Liebing doubted that there were sufficient resources to achieve this additional task.
Vladislav Popov suggested meetings with people from national agencies including ORA people to be organized.
Stergois Tzortzios suggested presenting the system and the excellences to the Cedefop.

So, in **conclusion**, the most important topics discussed were outlined: contents of QAS, country specifics, requirements to trainers, Quality Handbook structure and translations, the necessity of improving the Handbook and developing QAS, of knowing the weak points in the previous project, clarification of the procedure of certification (institutional or personal), of the type of certification (being different of

Σχόλιο [A7]: Especially, Paschalis Gkoutsidis said that "*In case to use the Quality Handbook for a vocational training scheme would be necessary to work together with Cedefop. Cedefop (the European Centre for the Development of Vocational Training) is a European agency that helps promote and develop vocational education and training in the European Union. It is the EU's reference centre for vocational education and training." Also he add that "In order to apply the "Quality Assurance System" as a certification system in the "Organic Retailing Cluster" is essential to collaborate with ISO (International Organization for Standardization) as a first step and then to tout at the Nationals Organizations for Standardization. For example, to apply a certification system in Greece should be approved by the Greek Organization for Standardization (ΕΛΟΤ)".*

Σχόλιο [A8]: In conclusion:

private), tests, target groups, ORA role and the relevance to the European Qualifications system.

Σχόλιο [A9]: a.Training Institutions
➢The implementation of a Quality Assurance System for training in Organic Food Retail will take place in: Centres for VET, Colleges / Universities, Professional Agricultural Schools.
➢Each training Institution should be prepare the Curriculum according to Handbook guidelines.

b.Target trainees
a.people in customer contact who are actively selling organic products or groups of people catering with organic food, and
people wishing to learn more about organic food and retailing;

c.**Training material**
1. Structure of modules
. The structure of each module should be stay as it is described in Handbook in order to be certified by ORA. The Handbook should be used as a guideline in order to organise the didactic material for each module.
. 2**. Training time for each module**
The didacticl time of each module must be as it is described in Handbook in order to be certified by ORA but this time can be divided differently to submodules of each module according to each trainee training demands

d.Testing phase
a.Development of a European E-learning platform
b.The subjects of training should be based on frame work analysis report.
c.Every partner country should apply preliminary tests to trainess in order to check their entrance knowledge level
d.Each trainee can select the module/ modules of their interest and at the end of the training he will be certified for the specific subject of the module/modules he will have been trained.
e.Development of Curriculum at training for each group for each training based on Quality Handbook and e-learning platform.

e.Certification

Auditors from ORA will audit the training institutions fro the proper way they follow. At the end of the training the training institution should developed preliminary test for the trainees that

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April 29th, 2011 /Friday/ - 9:30 – 13:00

- **Discussion on the partners' responsibilities and tasks to elaborate the products planned until the next partner meeting.**

According to the timetable the European QAS for further education in organic products retail should be adapted till September 2011.
Vladislav Popov and Ralph Liebing discussed the need of translations of qualification standards for specialized organic shops in Europe in addition.
Damian Dragomir suggested all the documents to be translated and each partner to try to adopt them to the national situations.
Stergios Tzortzios said that the most important thing is to have good translations.
Ralph Liebing confirmed that the Quality Handbook should be translated in all the languages and then to go to the adaptations to national versions.
Because of hard-to-understand translation in Englsh of page 38 of the Handbook (concerning the certification procedure), Ralph Liebing will provide technical English translation.
Mariana Ivanova suggested each partner to review the Handbook and send the mistakes observed. The partners from Canakkale (Ahmed Adem Tekinay) would collect all comments and remarks, sum up and send them to Ralph Liebing and Ulrich Diermann.
This feedback with mistakes and suggestions is crucial for general improvements and should be made ***till the end of June***.

Ralph Liebing agreed that any improvement was welcome and the improved version of the Handbook would be translated.

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During next meeting final discussion would be made and not later than the end of ***November 2011 printing of national versions of the Handbook should be done*** in order to enter the phase of testing.
Ralph Liebing put another question concerning the corrections in the layout and who would be the person responsible for that.
After November the following step would be testing which would be discussed on the next meeting in Turkey.
Vladislav Popov suggested commenting qualification standards too.
Ralph Liebing answered they were a part of the Handbook.
Vladislav Popov asked when translations should be made.
Ahmed Adem Tekinay suggested finishing translations ***till the end of June*** and viewing the mistakes. That way the things would go together.

- **Discussion on financial issues – reporting, documents, contracts, etc.**

Stergios Tzortzios presented financial matters in the project according to the guidelines of LLP. He underlined the important points: job done by staff, work hours, amount of money, including indirect costs.
Mariana Ivanova added some more explanations about the table of costs.
Stergios Tzortzios paid attention to the difference between the date the project started (1st October 2010) and the dates of signing contracts which contain general and special conditions and each partner should be acquainted with them.
Stergios Tzortzios explained also the relations between the currency transfer and the official exchange rates.
Damian Dragomir suggested the official site of EC where exchange rates had been published to be used as a unique system for checking exchange rates.
Stergios Tzortzios and Mariana Ivanova explained that the guidelines were uploaded in the Dropbox so everyone could read them.

Stergios Tzortzios paid also attention to daily rates by countries, table of staff costs and timesheets.
Mariana Ivanova considered daily rates limits in staff cost too and eligible costs.
Stergios Tzortzios underlined that everyone should send real things: days, hours, lists of staff and salaries.
Damian Dragomir put a question about payment of technical staff and of his own.
Mariana Ivanova explained that there was no problem other people to be involved.

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Ralph Liebing added the importance of the type of work of the technical staff / assistants and of doing contracts with responsible persons.
Damian Dragomir asked if there was a need of translations of contracts signed.
Stergios Tzortzios explained that a reference would be enough.
Mariana Ivanova said that there was a sample contract by Ulrich Dierman with categories and amounts shown so that it could be used.
Damian Dragomir put again the question how to give the money to the technical persons.
Nikos Zacharoulis explained that according to the application form of the project there were different types of staff – managers, researchers, administrators.
Ralph Liebing reminded that the budget was fixed and Nikos Zacharoulis and Mariana Ivanova added that the total is important.
Damian Dragomir highlighted the problem with the taxes in Romania.
Stergios Tzortzios underlined that no one should wait to the final date of sending financial data and leave all this for the last moment.
The deadline for all to be sent was set to the end of May 2011.
Then Stergios Tzortzios pointed out the problem with translations, teachers making them, the money for them and the quality of translations. He explained that this work could be distributed and done by the partners.
Stergios Tzortzios stated that documents should be made according to the program's needs and requirements.
Melahat Ozkan asked about staff's diplomas to prove qualifications needed in project.
Stergios Tzortzios answered that the CVs are enough.
Mariana Ivanova added that for some of them all is written in the application.
Damian Dragomir asked about volunteers' work and employment and signing contracts.
Mariana Ivanova said that this was the case of Melahat's and that each partner could send comments and questions to Ralph Liebing and Ulrich Diermann for more clarifications.
Stergios Tzortzios underlined that there should be logic in everything and that each partner should fill and send the financial tables according to the requirements up to the end of May 2011 (June – September should be planned), should pay the staff, do the translations, etc. in order to ask for the second payment.
Ahmed Adem Tekinay asked how much could be spent on the publication of the Handbook.
Mariana Ivaniva answered that according to the application form the number should be 500.

Stergios Tzortzios added that the number of flyers was not strictly set and it depends on countries and target groups.
Mariana Ivanova said that there were no distribution lists and that according to the application form CDs were also stipulated.

- **Planning the next partners' meetings**

Planning the next partners' meeting in Canakkale, Turkey

Partners discussed the dates and agreed that the next meeting for discussing translations and adaptation of the Handbook and outlining the objectives for testing should be before the interim report.
Dates were fixed as follows:
14th September arrival – one day earlier for accommodation and go around Canakkale
15th and 16th September 2011 – Workshop 3
16th September - departure from Canakkale to Istanbul and staying there if wishing – Melahat Ozkan in charge of organizing the hotel in Istanbul

Discussion on having a meeting in February 2012 in Bucharest instead of May or an extra one

Stergios Tzortzios said he would ask for a permission to have an extra meeting and the opportunities for arranging matters concerning money for travel costs.
Damian Dragomir underlined that the accommodation is really expensive and a decision should be taken as sooner as possible in order to make reservations earlier.
Stergios Tzortzios said that except this extra meeting the other to the end of May 2012 was very important in connection to making reports. This question should be made clear in Canakkale.

In conclusion Damian Dragomir suggested an updated list of contact e-mails and details to be attached.
Mariana Ivanova said that to-do-list with tasks and deadlines would be made and attached too.

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TO DO LIST

Task	Deadline
Finishing all work on flyers	10th May 2011
Taking the whole evaluation of the Italian partner and results in partner countries following finalization of the previous project	10th May 2011
Sending financial tables for the first year	31 May 2011
Feedback with mistakes and suggestions on the Handbook	30 June 2011
Final discussion on the Handbook and discussion on the testing phase	15 September 2011
Printing the Quality Handbooks – national versions	30 November 2011
Workshop 3	15th and 16th September 2011 Canakkale