



PROJECT
UNLOCK



MALTA
EMPLOYERS



CHECK-IN

PMT FINAL REPORT

2024-2-MT01-KA210-VET-000270841

KA210: Erasmus+ Small Scale VET

03/02/2025 – 02/02/2026

March 2026



GOVERNMENT
OF MALTA



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Introduction

This document presents a comprehensive evaluation of the successful implementation and completion of the Unlock project. This assessment has been carried out internally by the Project Management Team (PMT), which is composed of three staff members from the lead organisation, the Malta Employers' Association, namely the Project Manager, the Project Leader, and the Administrative Coordinator, as well as the main contact persons from the two partner organisations. The PMT has overseen the project throughout its entire lifecycle, ensuring coordination, compliance, and effective delivery of all planned activities.

This evaluation brings together and reviews all key reports and project documents, while summarising the activities undertaken and the outputs produced over the course of the project.

Furthermore, the document aims to highlight the significant efforts made by the PMT to ensure sound project management, including planning, monitoring, communication, and quality assurance. It also reflects the contributions of all project partners in implementing activities and delivering outputs that meet the intended goals and quality standards.

Finally, this evaluation outlines the benefits and added value generated by the project for the members of the partnering organisations. It demonstrates how the project has provided practical support, enhanced knowledge, and created opportunities that will continue to deliver impact beyond the project's lifetime, ensuring its sustainability and long-term relevance.

1. Project Management efforts

Project Shared Drive

The PMT created a shared project folder, using One drive, to serve as a common repository for all partners to share and save files during the implementation of the project. Various contacts from each partnering organisation were given access.

A dedicated project management folder served as a repository of essential information for the consortium. This folder contained all info with regards to *project meetings*, as well as the project's most important documents, including the project's *Grant Agreement*, *Implementation Plan*, *Timeline*, *Partner Agreements* and project *Branding*.

Further dedicated folders were also created for each planned project activity. Partners were required to save all documents, reports, and other monitoring documents used during the implementation of that particular activity. These folders heavily facilitated the reporting obligations of the PMT.

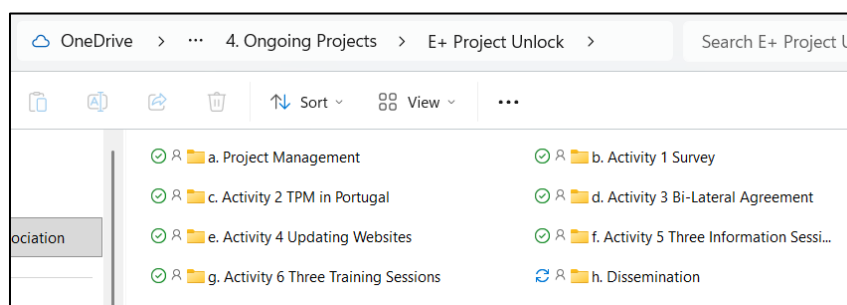


Figure 1 - Project Drive

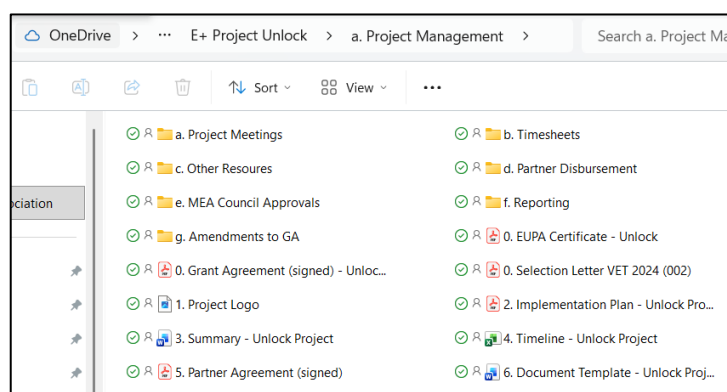
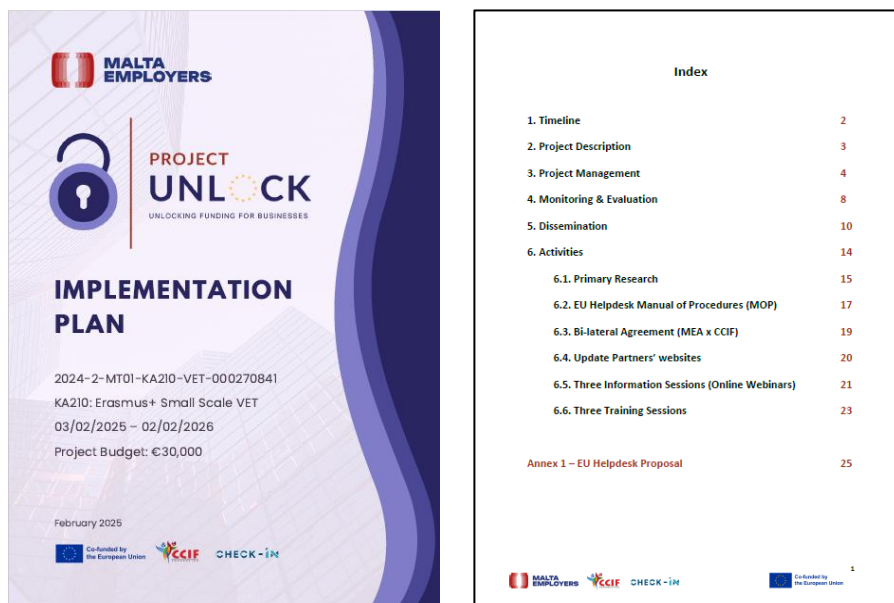


Figure 2 - Project Management Folder in Project Drive

Implementation Plan document

This was the first document developed by the PMT prior to the official start of the project. Its purpose was to provide a detailed framework for the implementation of the project, by outlining the project specifications as first depicted in the project application form. By setting out the specific actions, timelines, and responsibilities, the document ensured adherence to the project's obligations and commitments as approved by the funding authority.

Furthermore, this document served as a key reference point throughout the project's implementation. It was formally presented by the PMT to all project partners during the kick-off meeting, where it provided a comprehensive overview of the project's aims and objectives, planned activities, and expected outputs. In addition, it clearly defined the roles, tasks, and responsibilities of each partner, thereby facilitating a shared understanding and supporting effective coordination across the consortium.



The figure shows the cover of the 'Implementation Plan' document on the left and its 'Index' (table of contents) on the right.

Implementation Plan Cover:

- Logos: MALTA EMPLOYERS, PROJECT UNLOCK (with a padlock icon), and UNLOCKING FUNDING FOR BUSINESSES.
- Title: IMPLEMENTATION PLAN
- Project ID: 2024-2-MT01-KA210-VET-000270841
- Project Type: KA210: Erasmus+ Small Scale VET
- Period: 03/02/2025 – 02/02/2026
- Budget: Project Budget: €30,000
- Date: February 2025
- Funding: Co-funded by the European Union, CCIF, CHECK-IN.

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Logos at the bottom of the index page: MALTA EMPLOYERS, CCIF, CHECK-IN, and Co-funded by the European Union.

Figure 3 - Implementation Plan document and table of contents

Detailed timeline

Another document which was created by the PMT prior to the commencement of the project, was a detailed project timeline.

The detailed timeline was mainly developed by and for the PMT to ensure the timely, effective and successful implementation of the project. Nevertheless, it was accessible to all partners, having been saved in the project's shared Drive and partners were informed of this document during the kick off meeting. This detailed document went

beyond a sequential timeline that simply depicted which project activities should be implemented within which month. But this document combined three timelines: one listing the planned project activities, one listing the various dissemination initiatives and one listing all project management duties.

In terms of dissemination, it not only listed the planned project dissemination activities, as was listed in the application forms, but it tried to anticipate possible partner dissemination initiatives, such as when to publish posts on the organisations' social media platforms, informing on major developments in the project.

Similarly, the final list attempted to anticipate the various project management duties to be undertaken within each month of the project, such as when official partner meetings should be held, and when certain project documents or templates should be developed.

Activity No.	Project Activities	Activity Deliverables	Month	Dissemination	Dissemination	Month	Project Management	PM Deliverables
			January 2025	MEA to issue internal update	Internal Update 1	January 2025	Develop Implementation Plan, Timeline, Logo Create Project Google Drive Create Dissemination Register Kick off Meeting Create Minutes + Follow-up Partner Evaluation: - Undertake baseline questionnaire (to create questionnaire) Sign Project Grant Agreement Create & Sign Partner Agreements	Dissemination Register Minutes (1) Baseline Questionnaire 2 Partner Agreements
				Start of Project				
1	Monitor questionnaire: Design and delivery of a Survey amongst partner members	Research Report	February 2025	Create Facebook, Instagram, LinkedIn project Partner Dissemination: Promote start of project	3x Proof read 3x Registered Record + Saved Proof	February 2025	2nd Partner Meeting - Create and Send Agendas - Create Minutes + Send Follow-up Develop Monitoring & Evaluation PP for TPM	Minutes (2) MIE PP
2	4-day TPM in Portugal: Development of EU Helpdesk MGP	EU Helpdesk MGP	March 2025	Partner Dissemination: Promote TPM (dwingthru)	3x Registered Record + Saved Proof	March 2025	Take attendees (daily), gather flight tickets, receipts, etc.	
3	MEA x CCIF Bi-lateral Agreement: Design, development and signing of agreement	Bi-Lateral Agreement	April 2025	Organise Press Conference Issue Press Release	Press Release	April 2025	3rd Partner Meeting - Create and Send Agendas - Create Minutes + Send Follow-up Set up Smiley-based rating system	Minutes (3)
4	Update partners' website: Creation of 3 webpage	3 EU Helpdesk webpage	May 2025	Partner Dissemination: Promote new service/webpage	3x Registered Record + Saved Proof	May 2025	Include the following on each webpage: - Feedback Form - Smiley-based rating system 4th Partner Meeting - Create and Send Agendas - Create Minutes + Send Follow-up	Minutes (4)
5	Planning and organizing 3 Information Sessions	3 PP for Info Sessions	June 2025	Partner Dissemination: Promote Info Sessions (dwingthru)	3x Registered Record + Saved Proof	June 2025	Develop participant Feedback Form for info sessions - Issuing a Likert Scale (1-5) question on quality	
6	Planning and organizing 3 Training Sessions	3 PP for Training Sessions	July 2025	Stand at MEA's annual National SME Week Conference		July 2025	Develop participant Feedback Form for info sessions - Issuing a Likert Scale (1-5) question on quality Set up Smiley-based rating system	
			August 2025	Partner Dissemination: Promote Info Sessions (dwingthru)	3x Registered Record + Saved Proof	August 2025	5th Partner Meeting - Create and Send Agendas - Create Minutes + Send Follow-up	Minutes (5)
7			September 2025	Set up social media posts and internal mailbox 1 Online Information Webinar with SGI Europe 2 Online Information Webinar with NGOs Post advertising to attract new members to MEA 2 Launching of services create (Mats & Portugal)	2x Registered Record + Saved Proof	September 2025	Evaluate Info and Training Sessions 6th Partner Meeting - Create and Send Agendas - Create Minutes + Send Follow-up	Sessions Report Minutes (6)
			October 2025	End of Project				
			November 2025	Partner Evaluation: - Undertake end-of-project questionnaire (to create PMT Evaluation) - Create summary of meeting minutes, Sessions Report, Research Report, 3 Partner Evaluation Reports Develop Erasmus Final Report		November 2025		End-of-project questionnaire 3 Partner Evaluation Reports PMT Final Report

Figure 4 - Detailed timeline for project activities, dissemination and project management

Partner Agreements

The PMT developed the Partner Agreement document. This document was designed to clearly define the roles, responsibilities, and financial arrangements of each project partner, ensuring that all parties have a shared understanding of their obligations and contributions. In addition, it establishes a structured framework to promote effective collaboration, accountability, and full compliance with programme requirements, while also supporting smooth project implementation and helping to anticipate and mitigate potential risks.

The Partner Agreement was presented and thoroughly explained to all partners during the kick-off meeting, providing an opportunity for clarification and discussion. Partners were subsequently invited to carefully review the document and provide any feedback, before proceeding with its formal signature.

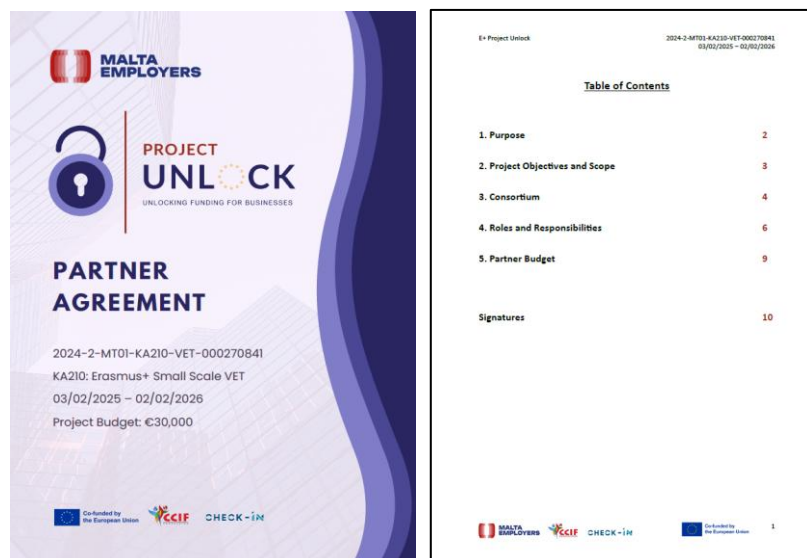


Figure 5 - Partner Agreement document and table of contents

Project Branding

Dedicated project branding was designed and developed by the PMT prior to the official start of the project to ensure a clear and consistent visual identity from the outset. Central to this, was the creation of a distinctive project logo, which served as the primary visual representation of the project. The logo was intended for use across all internal and external communications throughout the project's lifecycle. Its unlocked lock design was deliberately chosen to symbolise the project's core objective of '*unlocking funding opportunities for the members of all partner organisations*'.

In addition to the logo, a suite of standardised templates was developed to support consistency, efficiency, and professionalism in all project-related documentation. These included templates for a general Word document and PowerPoint presentation, meeting Agendas, a Minutes document, and a Partner Meeting Presentation. Furthermore, dedicated cover pages were designed for all project reports and other official documents, reinforcing a coherent and recognisable project identity.

Finally, a range of visual materials were produced to support project dissemination and visibility. These included branded social media cover images, paid advertising, two brochures and dedicated media for posts, as well as three roll-up banners for use at events and public engagements. Together, these elements contributed to a strong and unified project image across all communication channels.



Figure 6 - Logo



Figure 7 - General PowerPoint presentation template



Figure 8 - Roll up Banner

E+ Project Unlock 2024-2-MIT01-KA210-VET-000270841
03/02/2025 - 02/02/2026

PROJECT UNLOCK
UNLOCKING FUNDING FOR BUSINESSES

Meeting Agenda

Title:
Date:
Time:
Venue:

MALTA EMPLOYERS CCIF CHECK-IN Co-funded by the European Union

E+ Project Unlock 2024-2-MIT01-KA210-VET-000270841
03/02/2025 - 02/02/2026

PROJECT UNLOCK
UNLOCKING FUNDING FOR BUSINESSES

Meeting Minutes

Title:
Date:
Time:
Venue:
Attendees:

MALTA EMPLOYERS CCIF CHECK-IN Co-funded by the European Union

Figure 9 - Minutes and Agenda templates



Figure 10 - Paid advertising banner published on local news portal



Figure 11 - Brochure promoting the EU Funding Helpdesk at Malta Employers distributed during the Association's events



Figure 10 - Infographics for posting on the project's social media platforms

Amendments to GA

During the course of the project, three slight amendments were made to the project Grant Agreement:

1. Amendment to GA 24.01.25

This amendment was initiated by the managing authority having noticed a slight mistake in the original grant agreement. There was a mistake in a date in the Reporting and Payment Schedule. All other provisions of the Agreement remained unchanged.

2. Amendment to GA 24.10.25

This amendment was initiated by the lead organisation. The Malta Employers requested a change in bank account details following the set up of a dedicated project account. This required a change in the Agreement (art 21, 22). All other provisions of the Agreement remained unchanged.

3. Amendment to GA 21.12.25

This amendment was initiated by the lead organisation. The Malta Employers requested a one-month extension to the project end date. This request was necessary to allow for the completion of a specific project activity being carried out in collaboration with an external organisation, which was unable to accommodate for the joint event within the original project timeframe.

The request was approved, resulting in an extension of the project end date to 02/03/2026. Consequently, the deadline for the submission of the final report was also extended to 01/05/2026.

Partner Meetings

A total of six Partner Meetings were held throughout the project. Rather than being pre-scheduled at the outset, these meetings were organised by the PMT ahead of each activity or milestone. These meetings served to review completed project activities and plan upcoming tasks.

For each meeting, an agenda was prepared and shared in advance. Doodle was used to identify partners' availability, while meetings were conducted online via Zoom or Microsoft Teams. PowerPoint presentations supported the discussion of upcoming activities and tasks, with time allocated for partner input and clarification.



Following each meeting, minutes were prepared summarising key discussions, decisions, and agreed actions, including responsibilities and deadlines. All relevant documents were shared with partner organisations via email and saved on the project Drive, to ensure alignment and transparency.

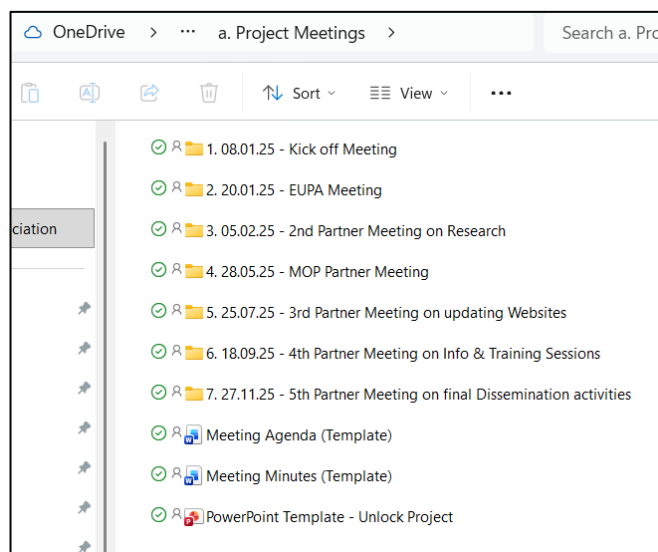


Figure 11 - Project Meetings folder on the Project Drive

Malta Employers Council Approvals

The Malta Employers' Association is governed by a Council of 24 members representing the rest of its membership. Each council member represents different sectors or industry in the Maltese economy, mirroring the diversity of the Association's constituents.

Given that the EU Helpdesk was developed within the Malta Employers' Association and tailored specifically to the needs of its members, the Council was the ideal body to review and approve the project's outputs. In this capacity, it played a key role in both monitoring progress and evaluating results throughout the project lifecycle.

Council Meeting – 19/06/25

Mr Kurt Cortis, EU Projects Coordinator at Malta Employers and Project Manager for the project Unlock, presented two documents during this Council Meeting. These documents were developed as part of project Unlock.

Prior to the meeting, both documents, the '*Research Report*' and the '*EU Helpdesk MOP*', were circulated to all Council members for their review. During the meeting, the documents were presented and explained with the support of a PowerPoint

presentation. Following the presentation, members raised their questions, after which both documents were approved.

Council Meeting – 11/12/25

During this meeting, Mr Kurt Cortis, EU Projects Coordinator at Malta Employers and Project Manager for the Unlock project, presented an overview of the work carried out throughout the project's duration, which ultimately led to the establishment of the EU Helpdesk at Malta Employers.

With the support of a PowerPoint presentation, Mr Cortis outlined the key project activities undertaken to set up and promote the Helpdesk. This included the piloting of its support services, following the completion of essential preparatory work, such as the member-focused research and the development of the EU Helpdesk MOP.

Partner Evaluation

In line with the reporting obligations outlined in the application, the PMT developed the Partner Evaluation Report. This report captures the partners' reflections on their initial expectations and their experiences throughout the implementation of the project, as well as their assessment of the impact achieved through project Unlock.

Partners were required to complete a baseline questionnaire at the start of the project and another at the end of the project. By comparing partners' baseline and post-project data to measure progress and improvements in knowledge, capacity, and collaboration, this process helped identify key strengths, challenges, and areas for improvement in the implementation of the project, while generating practical insights and lessons learned.



Figure 12 – Partner Evaluation Report document

Partner Evaluation Report Extract: Conclusion

Through this report, one can safely say that the project Unlock has successfully achieved its objectives, delivering clear improvements in the knowledge, capacity, and operational effectiveness of all partner organisations.

The comparison between baseline and follow-up results showed that partners particularly strengthened their experience in EU-funded projects, enhanced their internal resources, and improved their understanding of EU funding mechanisms. Clear communication of roles and objectives enabled efficient project implementation, while strong collaboration and effective problem-solving reinforced trust among partners

A key outcome of the project was the increased ability of partners to support their members in accessing EU funding. Through training, structured processes, and the establishment of EU Helpdesks, partners are now better equipped to provide guidance and disseminate opportunities more effectively.

Most importantly, partners have successfully integrated the Helpdesk services into their organisations and committed to continuing them in the coming years.

Overall, Project Unlock has created lasting impact by strengthening both organisational capacity and transnational partnerships. Its sustainable outputs and the partners' willingness to engage in future initiatives highlight strong potential for continued collaboration and long-term benefits for their members.

2. Summary of Member Research and the development of the Research Report

This activity was successfully implemented in March 2025, fully in line with the original plan. In fact, it exceeded expectations, particularly in terms of how useful the data collected ended up being.

In light of the establishment of the two EU Helpdesks, the project set as its first activity the collection of primary data to determine the needs and challenges faced by the target users.

In this regard, project partners individually commissioned an online survey amongst their members, aiming to assess their levels of awareness, knowledge, and experience in relation to local and EU funding opportunities.

The results from this research played a crucial role in the development and establishment of the EU Helpdesks, ensuring that its services were based on the identified needs and priorities of target users.

Ultimately, a report was developed presenting key insights and recommendations derived from the surveys conducted by each project partner, which guided the next steps in the design and implementation of the two EU Helpdesks.



Figure 13 - Research Report document

Research Report Extract: Conclusion

The survey clearly indicates a significant demand within this community for accessible, tailored support services related to EU funding opportunities. The high interest in training, and information sessions demonstrates a proactive community eager to strengthen its capacity to secure and manage funding.

The proposed EU Helpdesk is poised to play a vital role in this environment. By providing expert, accessible guidance, the Helpdesk can effectively address key barriers such as application complexity, bureaucratic delays, and lack of awareness. Its establishment is likely to enhance community confidence, increase successful funding applications, and foster greater engagement with EU funding schemes.

The EU Helpdesk has the potential to transform the funding landscape for this group by serving as a trusted, central resource, empowering community members, streamlining application processes, and ultimately contributing to their sustainable development and growth. It will act as a bridge between community needs and available funding opportunities, ensuring that members are well-informed, prepared, and supported throughout their funding journey.

3. Summary of TPM in Portugal and the development of the MOP and Manual

This activity achieved all that was set out to achieve, in that a successful Transnational Project Meeting (TPM) took place where the key areas of the EU Helpdesks' Manual of Procedures (MOP) were discussed and established.

This activity entailed meeting at partner's organisation in Beja, Portugal to collaboratively develop the key areas for the two EU Helpdesks. This work then led to the development of the '*EU Helpdesk MOP*' - a document outlining the operations, target groups, communications and monitoring plans for the two EU Helpdesks.

One representative from the Malta Employers and one representative from CCIF travelled to Beja, Portugal for a transnational project meeting hosted by two representatives from Check-in. The TPM lasted 4 days including travel days in total. During the TPM the participants laid the groundwork on how the two EU Helpdesk would operate based on the research findings which in turn determined the needs of the potential target groups. In this regard, participants worked together to analyse the key areas for both Helpdesks. Flip charts were used to jot down points of the key areas for use in the creation of the final MOP document.

After the TPM, another partner meeting was called to re-discuss the main points discussed in the TPM and finalise the details for Malta Employers needed to create the MOP document.

Furthermore, as the consortium sought to promote the project and MOP as a model for other social partners and NGOs to adopt, a separate document was created, titled: '*EU Helpdesk Manual - A Step-by-Step Guide for Organisations*'. This document was created with this objective in mind - that is to teach other organisations how to create their own EU Helpdesk within their own organisations to support their members in gaining access to funding.



Figure 14 - Project Output: the EU Helpdesk MOP document

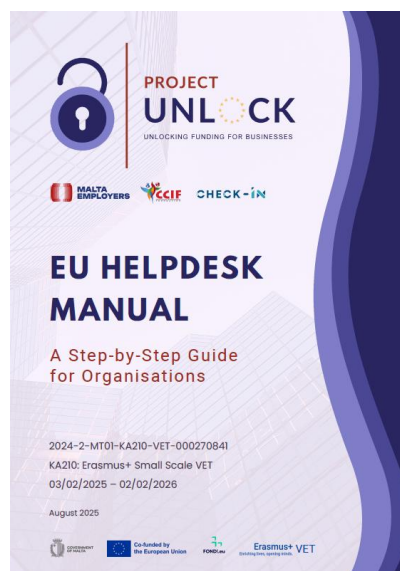


Figure 15 - Project Output: the EU Helpdesk Manual document

MOP Extract: Conclusion

The EU Helpdesk at Check-In is strategically designed to serve as a bridge between young individuals, youth workers, and the vast array of European funding and mobility opportunities. By offering tailored information and training sessions, the Helpdesk empowers its users to engage more actively with EU programs, build entrepreneurial initiatives, and participate in cross-border collaboration.

This Manual of Procedures outlines the foundational structure of the Helpdesk, from its mission and target users to its operational model, stakeholder engagement, and communications strategy. Through a clearly defined monitoring and evaluation framework, the Helpdesk is committed to continuous improvement and responsiveness to user needs.

Ultimately, the Helpdesk aspires to become a trusted, accessible resource for those navigating the European funding landscape. With a strong focus on inclusivity, empowerment, and capacity-building, it is well-positioned to contribute meaningfully to the professional and personal development of its target groups, while fostering innovation and mobility across Europe.

EU Helpdesk Manual Extract: Conclusion

Establishing an EU Helpdesk requires careful planning, structured processes, and a clear understanding of the needs of its target audience. This document has outlined the essential steps for creating a Manual of Procedures (MOP), from conducting research and analysing stakeholders to defining operations, designing a communications strategy, and setting up monitoring and evaluation systems.

The lessons drawn from project Unlock demonstrate that an EU Helpdesk is far more than an information point, it is a dynamic service that empowers users, removes barriers, and provides tailored solutions to help individuals and organisations access funding opportunities.

By following a systematic approach, organisations can ensure that their Helpdesk is not only relevant at launch but also sustainable, impactful, and adaptable to evolving user needs.

Ultimately, the success of an EU Helpdesk lies in its ability to remain user-focused, transparent, and proactive. By continuously refining services, engaging effectively with stakeholders, and evaluating outcomes, organisations can position their Helpdesk as a trusted and lasting resource that supports growth, development, and participation in EU and national funding opportunities.

4. Summary of Bi-lateral Agreement

This activity involved the creation, signing and promotion of the bi-lateral agreement between project partners: the Malta Employers' Association and CCIF.

The main aim of this initiative was to allow such vulnerable individuals to gain access to the EU Helpdesk at Malta Employers and receive valuable business support without having to become a paying member of the association - effectively eliminating the barrier micros SMEs face and ultimately allowing those most vulnerable individuals access to valuable business support.

In fact, the agreement grants access to CCIF's business community, which includes migrants and TCNs who are also business owners, employers or registered as self-employed.

Secondly, and this came out of the meetings held prior, is that the agreement outlines increased collaboration and cooperation between the two organisations.

This activity initially included several meetings between the Malta Employers and CCIF to discuss and agree on the detail to feature within the agreement. Then, the Association developed a draft agreement to be approved by both parties.

Once the text was approved by both parties, Mr Alec Bvumburah CEO and founder of CCIF, met with Mr Kurt Cortis, Project Manager and EU Projects Coordinator and Mr Kevin J Borg, Director General at Malta Employers, to sign the Agreement at the Association's premises in Valletta, Malta.

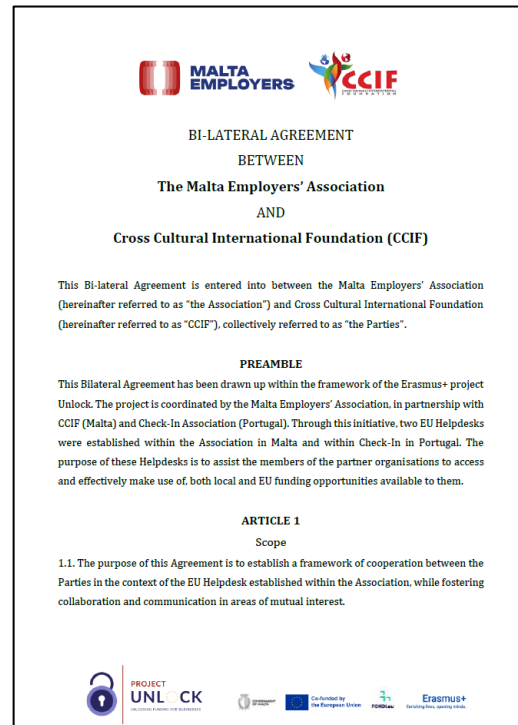


Figure 16 - Project Output: Bi-lateral Agreement

5. Summary of ‘Updating of Websites’ activity

In this activity, each partner was tasked with updating their organisation's website to include information about the project Unlock and most importantly to include information about the newly founded EU Helpdesks. More specifically, partners were instructed to provide the important project information, as depicted below:

- **Malta Employers' Association:** information on the project Unlock + information on the EU Helpdesk at Malta Employers.
- **CCIF:** information on the project Unlock + information on the EU Helpdesk at Malta Employers + information on the Bi-lateral Agreement.
- **Check-in:** information on the project Unlock + information on the EU Helpdesk at Check-In.

The aim of this activity was to provide members with a centralised and reliable source of information. The webpages were designed to encourage engagement with the EU Helpdesk by sparking interest in funding opportunities and ultimately guiding members to make use of the free support service available.

Additionally, the webpages served to promote the project, EU funding programmes, and the European Union more broadly. Sections, such as news and upcoming events further enhance partners' ability to engage with their members, enabling them to better inform and support their target groups.

Partners first discussed the upcoming task during a partner meeting. The meeting served to brainstorm the essential information to promote on the websites. Subsequently, partners were required to plan, outline and develop the content for their new webpage.

Below is the result of this action:

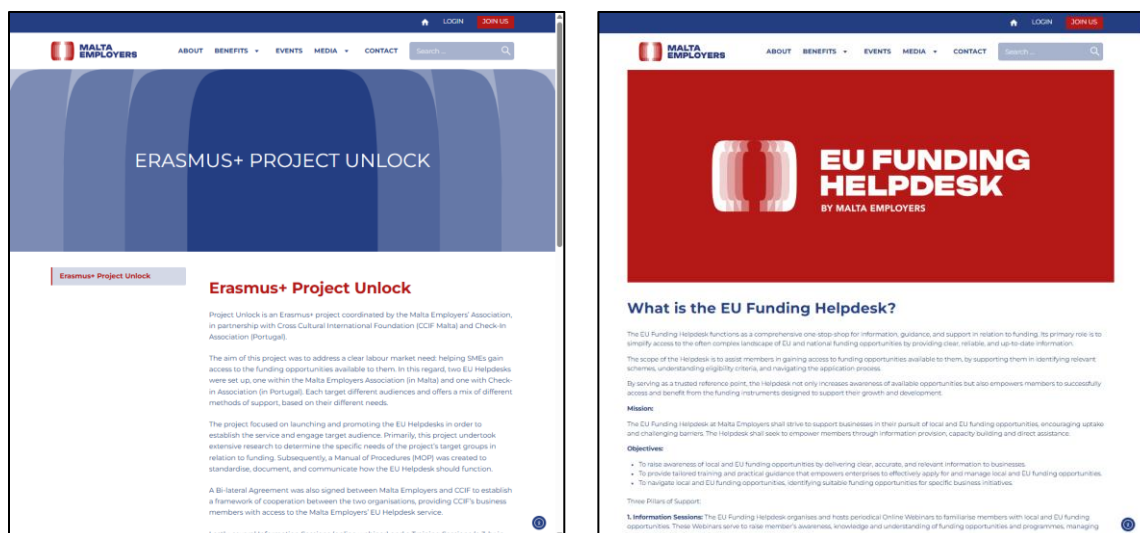


Figure 17 - Project and EU Helpdesk webpages on Malta Employers' website

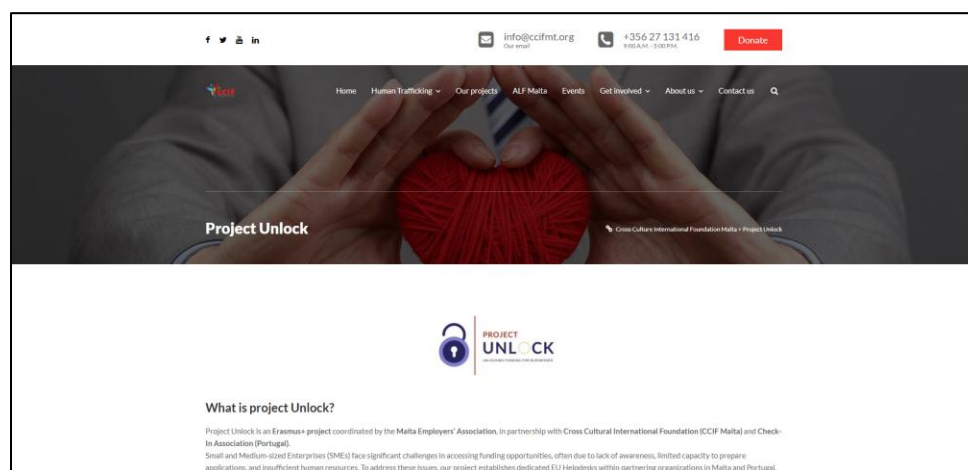


Figure 20 - Project and EU Helpdesk webpages on Check-In's website

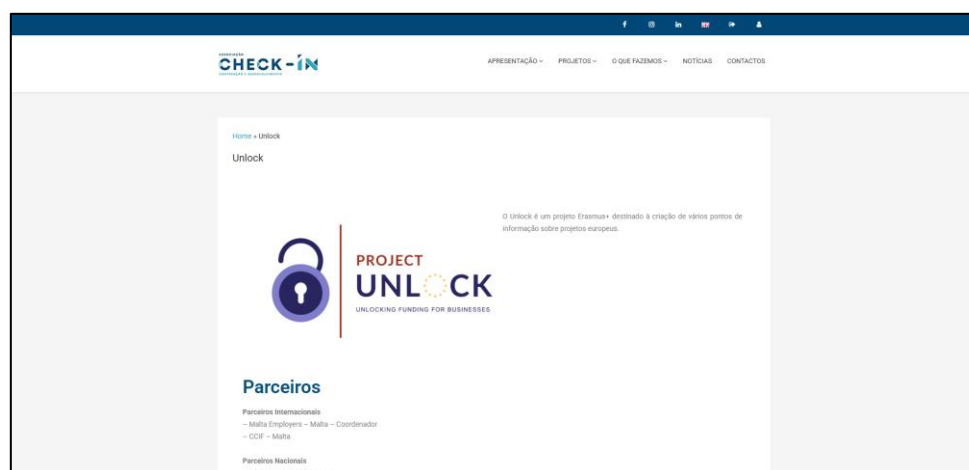


Figure 21 – CCIF's webpage providing info on the project and the EU Helpdesk at Malta Employers

6. Summary of the organised Information and Training Sessions and the development of the Sessions Report

In this activity, each partner was responsible for planning and delivering one *online Information Session* and one *in-person Training Session* for their respective members, resulting in a total of three Information Sessions and three Training Sessions.

The aim was to pilot and assess the quality, effectiveness, and relevance of the new support services to be offered through the newly established EU Helpdesks.

A total of 190 individuals participated in these sessions, enhancing their knowledge, understanding, and capacity to identify and apply for available funding opportunities.

Ultimately, the overarching objective was to encourage uptake while reducing the barriers of 'lack of support and assistance' that often prevent individuals and organisations from applying.

An initial online meeting was convened to ensure alignment among partners. During this meeting, partners were informed that the Information Sessions could be delivered online, and that participant evaluation constituted a mandatory requirement.



Figure 18 - Project Output: Sessions Report document

	Session	Date Implemented	Attendance	Physical/ Online
Malta Employers	Information	25.09.2025	101	Online
	Training	20.10.2025	16	Physical
CCIF	Information	18.09.2025	8	Online
	Training	01.11.2025	12	Physical
Check-in	Information	08.10.2025	28	Physical
	Training	09.10.2025	27	Physical

Table 1 - Overview of Information and Training Sessions delivered by project partners

Similarly, for the Training Sessions, partners were instructed that these were to be conducted in person, in order to effectively facilitate interactive group work and collaboration. Evaluation was likewise established as a compulsory component.

Partners were subsequently requested to submit to an outline of their proposed approach for organising these sessions to the PMT. In turn, the PMT developed standardised templates, including an *attendance sheet*, *evaluation form*, and *reporting template*, clearly specifying the supporting documentation to be provided by each partner.

Ultimately, the PMT developed the ‘*Sessions Report*’, summarising data gathered by partners’ individual Information and Training Reports. This report evaluated the implementation and outcomes of information sessions and training sessions delivered by each partner. It examined the methodologies employed, the target groups reached, and the participant feedback collected, with the aim of assessing both the delivery and overall impact of the sessions.



Figure 23 – Information Session organised by Malta Employers



Figure 24 – Training Session organised by Malta Employers



Figure 25 – Information Session organised by Check-In

Session Report Extract: Conclusion

The implementation of Information and Training Sessions across Malta and Portugal has proven to be highly successful and instrumental in validating the concept and value of the newly established EU Helpdesks. Across all six sessions, a total of 190 participants were reached, representing diverse target groups including employers, third country nationals, students, youth workers and aspiring entrepreneurs. The sessions effectively contributed to the objectives of the Unlock project by raising awareness, strengthening knowledge, and building practical skills related to EU and local funding opportunities.

The Information Sessions demonstrated strong levels of interest and engagement, particularly evident through high attendance rates and subsequent follow-ups. Malta Employers' session alone resulted in multiple companies contacting the EU Helpdesk for tailored assistance. CCIF successfully reached its niche target group of migrant entrepreneurs, emphasising inclusion and capacity building. Check-In's sessions proved particularly impactful among youth and early-stage entrepreneurs, fostering motivation and awareness of European programmes.

The Training Sessions provided deeper capacity-building opportunities. Participants developed or enhanced practical skills such as project development, proposal writing, project management and partnership building. Feedback collected across partners confirmed that the sessions met or exceeded participant expectations, with 100% of respondents rating them as good or excellent in quality, delivery and relevance. Interactive methodologies, including group work, case studies, and hands-on proposal development, contributed to high satisfaction and sustained engagement.

Insights gained from participant feedback highlight a strong interest in ongoing support, including 1-to-1 meetings. These findings confirm both the demand and the relevance of the EU Helpdesks as an accessible and practical support structure.

Overall, the pilot phase of the Information and Training Sessions successfully demonstrated that the EU Helpdesks' initiative is both needed and effective. It has already begun to facilitate access to funding opportunities, empower a diverse range of potential applicants, and build the foundation for a sustainable support service. The positive outcomes recorded reinforce the importance of continuing to develop and promote the Helpdesks, expanding their reach, and maintaining ongoing engagement with stakeholders to maximise the long-term impact of the Unlock project.



7. Summary of Project Dissemination

Project dissemination pertains to all planned dissemination initiatives as listed within original the application. The aim of such, initiatives is to promote either a specific output, project activity or the project in general.

Project pages on Facebook and LinkedIn

At the start of the project, two social media pages, on Facebook and LinkedIn, were created to showcase the project. The pages served to provide ongoing updates on project proceedings, promoting awareness of the project, its initiatives and its results. Each partner was tasked to send invites to all their contacts to populate the pages.

As of writing, the LinkedIn page has 128 followers and the Facebook page has 67. One post on the training delivered by Malta Employers on LinkedIn reached 163 impressions and on 235 on Facebook.

Although the numbers may seem on the low side (notwithstanding the fact that every post is organic and not sponsored) the analytics were always positive and showed an upward trend, where followers and engagement continued to increase with every post.

- **Facebook:** <https://www.facebook.com/profile.php?id=61573946025939>
- **LinkedIn:** <https://www.linkedin.com/showcase/106899466/admin/dashboard/>

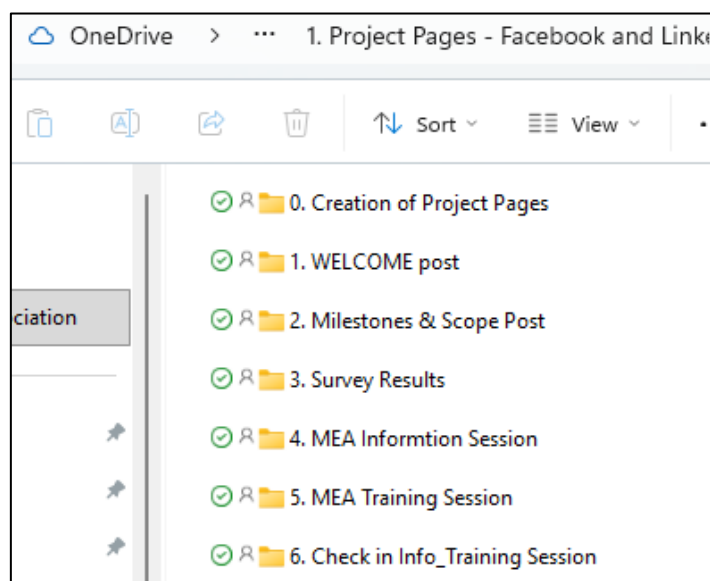


Figure 26 - Project Pages folder on the Project Drive showing various project initiatives posted from the project social media pages

Signing Ceremony and Press Release for Bi-Lateral Agreement

Once the text was approved by both parties, Mr Alec Bvumburah, CEO and Founder of CCIF, met with Mr Kurt Cortis, Project Manager and EU Projects Coordinator at the Malta Employers, and Mr Kevin J. Borg, Director General at the Malta Employers, to formally sign the agreement at the Malta Employer's premises at South Street, Valletta.

The signing ceremony was documented with a series of photographs, and a press release was subsequently prepared to mark the occasion. Malta's most popular English-newspaper, the Times of Malta, issued a feature on the signing ceremony. Furthermore, the event was further promoted on social media, namely via the project's social media as well as on partner's social media platforms.



Figure 27 – Signing Ceremony of the Bi-lateral Agreement

Project Roll-up and EU Helpdesk Roll-up Banners

Two project roll-up banners were commissioned as part of this project: one by Check-In and the other by the Malta Employers' Association. The Malta Employers also commissioned a roll-up banner promoting their EU Helpdesk. These banners were prominently displayed during each partner's respective in-person activities.

For the Malta Employers' Association, the banners featured during the press conference launching the Association's EU Helpdesk, as well as during their in-person training session. Similarly, Check-In showcased its banner while hosting the TPM, at the launch of its Helpdesk, and during its information and training sessions.



Figure 28 – Project and EU Helpdesk at Malta Employers roll-up banners

Interview on MEA TV

The Malta Employers' Association hosts a weekly programme on Malta's national broadcasting channel, TVM+. Each season typically runs for approximately four months, with episodes subsequently rebroadcast multiple times throughout the year to maximise reach. The programme focuses on topics of relevance to employers and the wider economy, targeting professionals across both the private and public sectors. As such, it provided an ideal platform to promote the project and the newly established EU Helpdesk.



Figure 29 – Filming of the MEA TV episode on the EU Helpdesk and project Unlock

An episode within the 2025 season was dedicated specifically to showcasing the establishment of the EU Helpdesk at the Malta Employers' Association. The interview was led by Mr Kurt Cortis, Project Manager of Project Unlock and now the designated EU Helpdesk Coordinator, who outlined the development of the Helpdesk and the key efforts undertaken throughout the project. The episode also featured a guest speaker, Mr Raphael Scerri, National Coordinator and CEO of EUPA, who commended the initiative, highlighting in particular the consortium's strong collaboration, commitment, and overall success in achieving the project's objectives.

Brochures for promoting the EU Helpdesk and the Manual

Two brochures were designed, developed, and distributed in this project. The first aimed to promote the EU Helpdesk Manual and raise awareness amongst social partners and NGOs, while the second focused on promoting the newly established EU Helpdesk at Malta Employers, targeting its membership.

With regard to the former, 50 copies were printed and distributed during CCIF's in-person event targeting NGOs. In addition, a digital version of the brochure was shared more widely by means of a mailshot, through the support of SGI Europe (a European Social Partner), reaching its network of national social partners across Europe.



Figure 30 – Project Output: Brochure promoting the EU Helpdesk Manual

As for the brochure promoting the EU Helpdesk at Malta Employers, 100 copies were professionally printed. These were initially distributed during the press conference launching the EU Helpdesk. Following the project's completion, the brochures have continued to feature at all Malta Employers' in-person events, where the EU Helpdesk Coordinator sets up an information stand and distributes them directly to members, ensuring ongoing visibility and engagement.

Two Launch Events

Partner organisations, Check-In and the Malta Employers, held a launch event promoting the inauguration of the EU Helpdesk within their respective countries.

Launching the EU Helpdesk at Malta Employers

The Malta Employers organised a press conference launching the Helpdesk. Mr Raphael Scerri, National Coordinator and CEO of EUPA, and Hon. Dr Stefan Zrinzo Azzopardi, Minister for European Funds, were invited to give a speech during the event. A representant from CCIF was also present during the event as the project manager and EU Helpdesk Coordinator led the press conference.



Figure 31 – Press Conference launching the EU Helpdesk at Malta Employers

A professional photographer was commissioned, and local media outlets were invited to cover the event. Furthermore, a press release was issued to all media outlets. The event was featured on three online news portals as well as on TVM's eight o'clock evening news.

Subsequently, an internal mailshot was sent to all Malta Employers' members and news features were further promoted on the project's and partner's social media pages.

Launching the EU Helpdesk at Check-In

Check-In organised an in-person event to commemorate the launch of the Helpdesk. The event took the form of a formal meeting with 15 participants present and Check-In representatives informing on the newly established support services being offered.

The session was well-received and considered highly informative. From the perspective of partners and participants, the introduction to EU funding and the EU Helpdesk was clear, engaging, and practical. Attendees appreciated the opportunity to interact directly with the presenters, ask questions, and gain insights into how to access EU support for their initiatives.

Overall, the session was deemed effective in raising awareness, enhancing understanding of European programs, and fostering connections among participants interested in exploring EU opportunities.



Figure 32 – Check-In's event launching their EU Helpdesk

Paid Advertising

The Malta Employers' Association commissioned a paid advertising campaign to promote the establishment of its EU Helpdesk. Titled the "Let's Talk" Campaign, three distinct designs were developed and deployed on the online news portal, Times of Malta.

The campaign ran for one week and featured a mix of banner placements and advertising spots across the website, including prominent positioning on the homepage. The adverts highlighted the support service offered by the newly established Helpdesk and encouraged viewers to contact the Malta Employers' Association for further information.

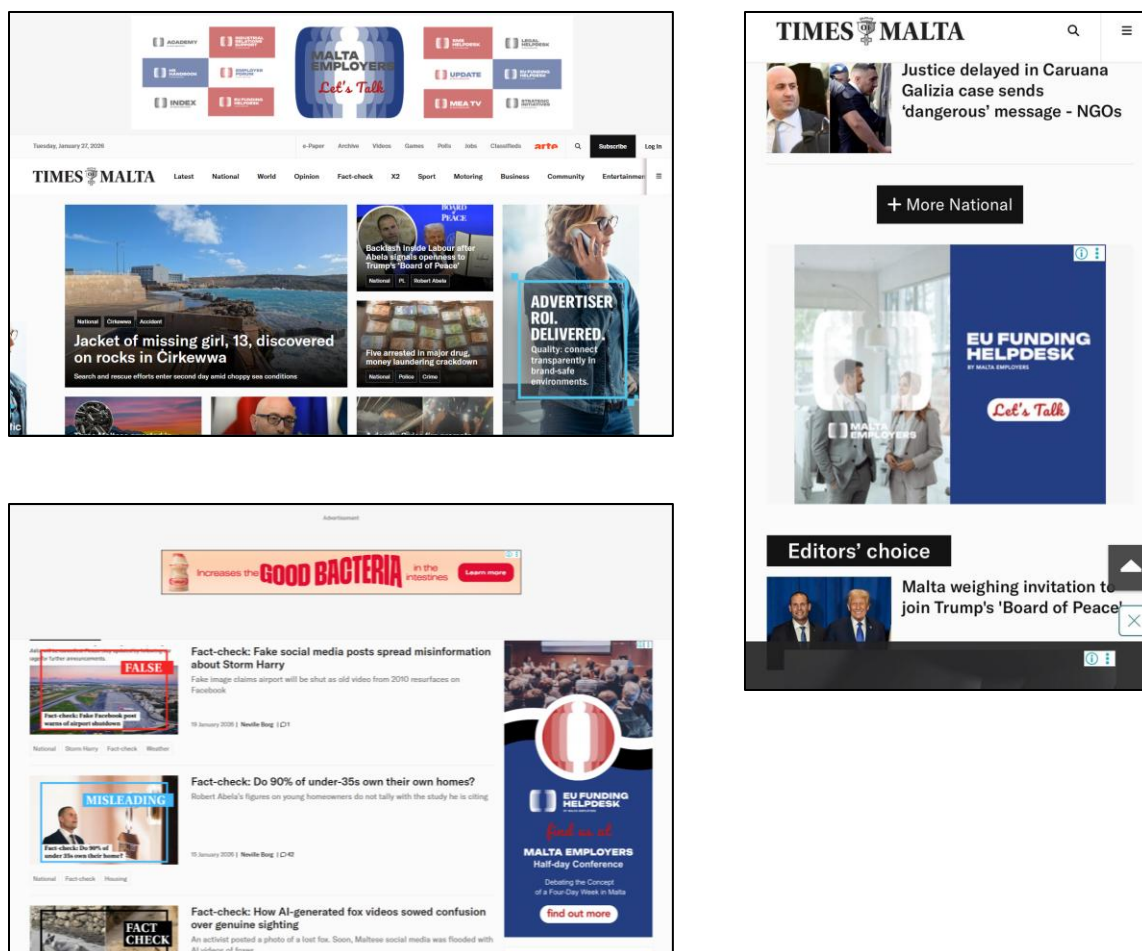


Figure 33 – Featured advertising placements on desktop and mobile

Project/Helpdesk Stand present at Conferences

One of the project's dissemination activities involved setting up a stand during the Malta Employers' annual national conference, held as part of SME Week in November. The primary aim of the stand was to promote the project and, most importantly, to introduce and raise awareness about the EU Helpdesk established within Malta Employers.

The conference brings together a large number of Malta Employers' members to discuss topical issues, making it an ideal platform to engage directly with the target audience and maximise visibility of the Helpdesk.

The stand featured the project and EU Helpdesk roll-up banners, alongside a banner provided by EUPA, promoting Erasmus+. EUPA also supplied a range of freebies for the event. Mr Kurt Cortis, Project Manager and EU Helpdesk Coordinator at Malta Employers, was present at the stand, engaging directly with members and providing information about the initiative.

A second stand was later set up at another Malta Employers conference, although this was not originally planned as part of the project activities. This stand was organised in a similar manner, with roll-up banners and freebies, and additionally included the distribution of the Helpdesk brochure which had been developed at this stage.



Figure 34 – EU Helpdesk/Project stand at the Malta Employers' annual National Conference

Three events promoting the Manual to NGOs and social partners.

Each partner organised an event to promote the EU Helpdesk Manual to other NGOs and social partners. The scope of this project initiative was to encourage other organisations to establish an EU Helpdesk within their own organisation to support their members further. In this regard, the Manual was promoted as a step-by-step guide to establish one's own EU Helpdesk.

Check-in and CCIF each held an in-person event inviting several local actors, NGOs, and other stakeholders, raising awareness of its content and practical applications. The Malta Employers gave a presentation during SGI Europe's Internal Market Board meeting, which included various national social partners from across Europe.

The events were highly appreciated by participants, who found the presentation of the Manual clear, practical, and relevant to their work. Attendees valued the opportunity to engage in discussion, ask questions, and consider how to implement the guidance in their own contexts.

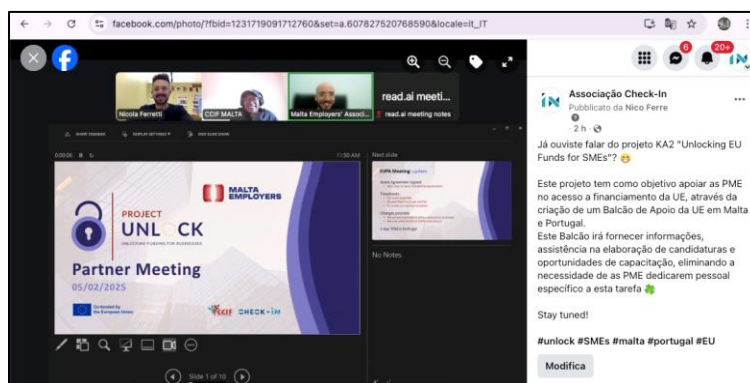
SGI Europe's newsletter

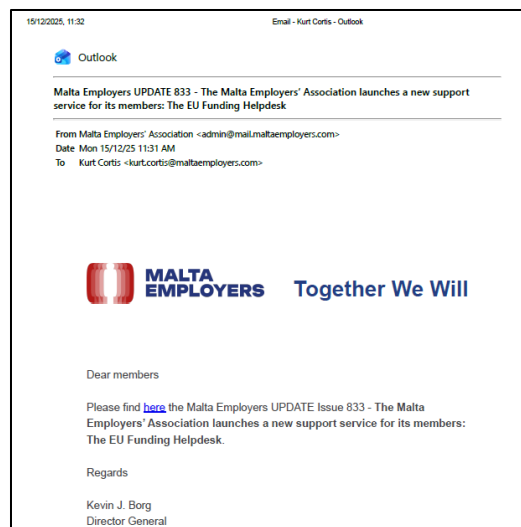
In line with the project objective to promote the Manual as a tool for other organisations to set up their own EU Helpdesks, the Malta Employers planned a second dissemination initiative with SGI Europe targeting their members, which include national social partners across Europe.

The PMT wrote an article to feature in their newsletter which was sent by mailshot to all their members and uploaded online on their website for anyone to access. The article was titled "*Malta Employers Association launches an EU Funding Helpdesk and practical manual*".

8. Summary of Partner Dissemination

Each partner was responsible for carrying out informal dissemination activities throughout the project. This involved partners promoting the project using their existing communication channels and tools. Informal dissemination included actions such as posts on organisational social media accounts, internal newsletters, email signatures, blog posts, and any other mention or promotion of the project and its activities.



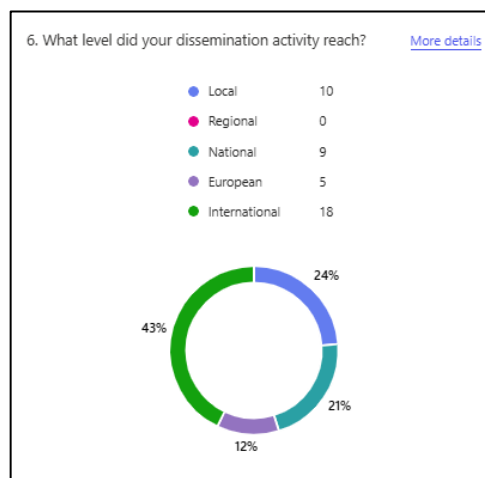
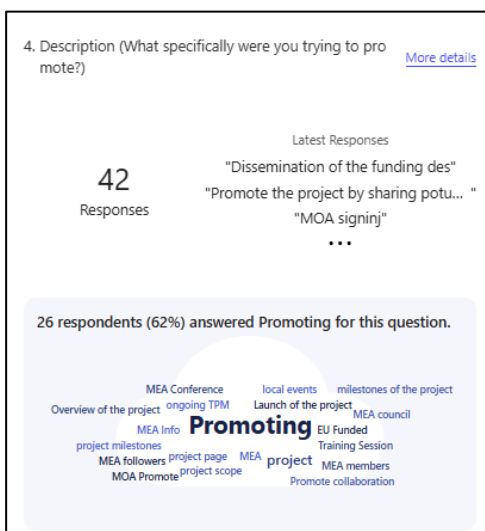
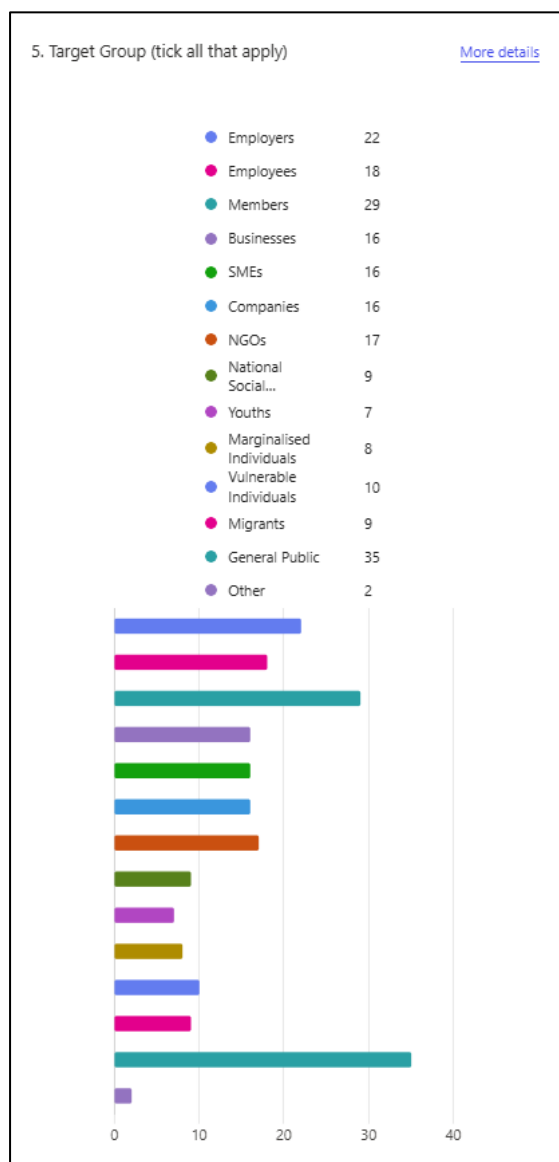
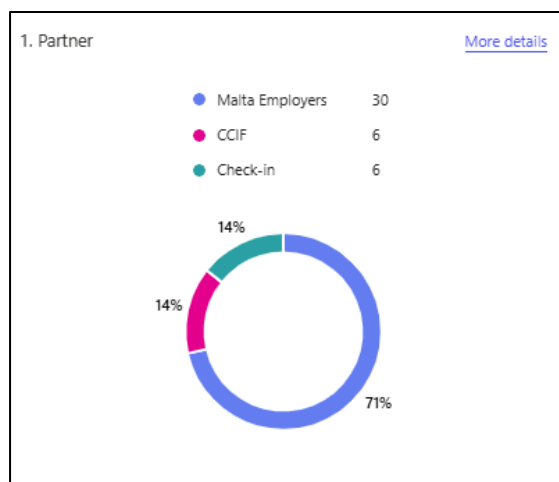


During the kick-off meeting, all partners were briefed on this ongoing responsibility and informed about the monitoring procedures to be followed. To support this process, the PMT developed a “*Dissemination Register*”. This consisted of an online form that partners were required to complete each time they conducted an informal dissemination activity. The form included structured questions to ensure consistency in reporting, such as “*Type of dissemination (e.g. Facebook post, mailshot)*” and “*What specifically was promoted?*”.

In addition to completing the register, partners were instructed to upload supporting evidence of their activities to a dedicated project folder. This involved capturing screenshots or other proof of the dissemination efforts and storing them on the shared project drive. This system enabled the PMT to effectively monitor partners’ contributions throughout the project, ensuring continuous promotion at both national and European levels. It also streamlined the collection of data for reporting purposes.

In total, 42 entries were recorded in the Dissemination Register. The majority of these consisted of social media posts published through the partners’ official channels, across four platforms: Facebook, Instagram, LinkedIn, and TikTok. While most posts were linked to specific project activities, others focused on promoting the project’s objectives and highlighting the international collaboration. Ultimately, since most informal dissemination initiatives took place online, the project successfully reached audiences beyond national boundaries.

Below is an overview of the responses recorded:



Conclusion

The Unlock project has been successfully implemented, delivering on its objectives and generating tangible, sustainable results for all partners and their respective communities. Through effective project management, strong coordination, and continuous collaboration, the consortium ensured the timely delivery of all planned activities and outputs, maintaining high standards of quality and compliance throughout the project lifecycle.

A key achievement of the project is the establishment of two fully operational EU Helpdesks, designed on the basis of concrete evidence gathered through member research and refined through transnational cooperation. These Helpdesks have proven to be both relevant and impactful, addressing real needs by providing accessible, structured, and tailored support to individuals and organisations seeking to access EU and local funding opportunities.

The development of core outputs, including the Research Report, the Manual of Procedures (MOP), and the EU Helpdesk Manual, has further strengthened the project's value. These resources not only showcase the successful setup and piloting of the Helpdesks but also provide a practical and transferable model for other organisations wishing to replicate similar services. In this regard, the project extends its impact beyond the immediate partnership, contributing to broader capacity-building among social partners and NGOs.

The pilot Information and Training Sessions validated the effectiveness of the Helpdesk model, demonstrating strong demand, high engagement, and clear improvements in participants' knowledge and skills. Dissemination activities, both formal and informal, ensured wide visibility of the project and its results, reaching diverse audiences at local, national, and European levels.

Importantly, the project has laid the foundations for long-term sustainability. The integration of the Helpdesk services within partner organisations, supported by internal commitment and external partnerships such as the bi-lateral agreement, ensures that the benefits of the project will continue well beyond its conclusion.

In conclusion, the Unlock project has not only achieved its immediate goals but has also created lasting added value by strengthening organisational capacity, enhancing access to funding opportunities, and fostering a culture of collaboration and support. Its outcomes demonstrate strong potential for replication, further development, and continued positive impact in the years to come.