



European Citizens Panel  
**learning  
mobility**  
**Have Your Say**

[#LearningMobilityEU](https://twitter.com/LearningMobilityEU)

# About this **kit**

*Welcome to the European Citizens Panel on Learning Mobility!*

*First of all, we would like to thank you for agreeing to participate in this process. You, along with 149 other citizens from across the European Union, are about to embark on a real adventure, a citizens' deliberation process focused on Learning Mobility.*

*To help you better understand this process, we have structured this information kit into five sections:*

1. **INTRODUCTION TO THE NEW GENERATION OF EUROPEAN CITIZENS' PANELS** 4  
Citizens' panels are a democratic innovation that puts citizens at the centre of public policymaking. In this section, we give you a brief overview of how such processes work.
2. **THE REMIT: WHAT WILL I BE WORKING ON?** 6  
The European Commission has called you together to complete a specific task: here's the remit that you are invited to fulfil.
3. **THE TOPIC: WHAT DO I NEED TO KNOW ABOUT LEARNING MOBILITY?** 8  
You do not need to be or become an expert to contribute meaningfully to the citizens' panel, but it is important that you know some basic information on the topic. In this section, you will learn about the main challenges and opportunities accompanying the questions of learning mobility.
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We hope to make your travel and participation as smooth as possible. This section covers transport, accommodation, per diems and other practical issues you need to consider.
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It is important for you to know which institutions and organisations are responsible for this panels.



# 1. Introduction to the new generation of European citizens' panels

## What are the European citizens' panels?

In the citizens' panels of the European Commission, randomly selected citizens from all 27 EU Member States come together to discuss key forthcoming proposals at the European level. Based on these transnational interactions, citizens make recommendations that the European Commission will take into consideration when defining its political goals and concrete policies.

In 2021-22, the European Union convened 4 panels during the Conference on the Future of Europe. There, 800 randomly selected citizens gathered in four European Citizens' Panels, each meeting for three sessions. Participants shared

- in their own language - their perspectives and ideas on the topics of economy, social justice, jobs, education, culture, youth, sports, digital transformation, EU democracy, values, security, rule of law, climate change, health, migration, and the EU's role in the world. At the end of the panels, the citizens formulated 178 recommendations, which later resulted in 49 proposals and more than 300 associated measures.

## A new generation of citizens' panels

The Conference's European Panels were a ground-breaking democratic exercise at the European level, which put citizens at the centre of shaping the future of the European Union.



The citizens who participated in the Conference called for similar, more frequent opportunities to participate in European policymaking in the future. In response, the President of the European Commission, Ursula von der Leyen, announced a new generation of citizens' panels to consult randomly selected citizens on certain key proposals at the European level. The citizens' panels that were central to the Conference (on the Future of Europe) are now a regular feature of our democratic life, as she stated in her State of the Union address in September 2022.

The new generation of citizens' panels aims to build on the previous experiences. Three new panels were announced, which will meet for three sessions each. This time, the citizens' panels will deal with more concrete policy topics, focusing on food waste, virtual worlds, and learning mobility. The participants will be able to communicate in their own languages with each other, thanks to the help of interpreters.

## How do the citizens' panels work?

Each panel is made up of 150 randomly selected citizens from all EU Member States, of which one-third are younger than 26 years, to represent the future generations of Europe.

The citizens' panel combines collaborative work in small groups (of around 12 people) with

plenary work (all 150 participants together). To carry out this work, panellists will be supported by a facilitation team. This team is made up of experts in making group work more dynamic, to get the best out of each individual and of the group as a whole. They will also provide citizens with a range of tools for collaborative work and collective decision-making.

As a panellist, it is important that you understand that this process is not intended to turn you into an expert on the topic. You will gain basic knowledge on the subject and, based on your own values and life experiences, you will be able to make recommendations.

## The citizens' panel on Learning Mobility

As you already know, you are a panellist on the panel on Learning Mobility. In this panel, you will meet for three sessions. Two sessions will take place in person (in Brussels) and one session will be conducted virtually (online):

- **Session 1:**  
3<sup>rd</sup>-5<sup>th</sup> March (onsite in Brussels)
- **Session 2:**  
24<sup>th</sup>-26<sup>th</sup> March (online)
- **Session 3:**  
28<sup>th</sup>-30<sup>th</sup> April (onsite in Brussels)

## 2. The Remit:

### What will I be working on?

*When 800 randomly selected citizens gathered during the Conference on the Future of Europe in 2021-22, the outcome of the deliberations stressed the importance for the EU and its Member States to “Promote European exchanges in different fields, both physically and digitally, including educational exchanges, twinning, travel and professional mobility (including for teachers and local elected politicians)” and to “establish by 2025 an inclusive European Education Area within which all citizens have equal access to quality education and life-long learning, including those in rural and remote areas”.*

The EU and its Member States are committed to promoting cross-border learning mobility for learners and educators regardless of age, level of education, background, health and region of origin. Therefore, the European Commission has decided to put forward a new policy proposal in 2023 with an objective of promoting learning mobility for everyone in the European Education Area - no matter where you come from or where you are in life. It convenes this citizens’ panel inviting its participants to answer the following question:

**How can we make opportunities for learning mobility a reality for everyone?**



The European Commission would like to ask citizens for help in making learning mobility in Europe more accessible to and better known by any learner or educator. Citizens are invited to identify the main hurdles for learning mobility and what needs to be done to make it a reality for everyone. Moreover, citizens are invited to take the following points into account:

- The need to include multiple groups of learners and trainers, and in particular, people with fewer opportunities (because of disabilities, health problems, economic, social, geographic and other barriers) and less mobile groups (such as school pupils and teachers, apprentices and trainees, adult learners and educators);
- The need to keep mobility as environmentally friendly as possible in choosing the means of travel and promoting sustainable practices, in order to contribute to the fight against climate change;
- Opportunities and challenges that digitization might offer (for example, better use of digital platforms for learning, blending on site and online learning);
- The potential of learning mobility for intercultural dialogue, active citizenship and promotion of common values.

During the sessions of the panel, citizens will receive enough information to understand the topic, to identify obstacles and trade-offs, to discuss and to prioritise solutions aiming to increase learning mobility in Europe.

As a member of the citizens’ panel, you will receive more information from speakers’ presentations. You will be able to discuss the pros and cons of different possible solutions, their feasibility and their importance, according to your individual and collective values.



The outcome of your work will be a list of recommendations that will be passed on to the European Commission. It will support the Commission’s work on a proposal for a Council recommendation on learning mobility.

**In the first session**, you will build a shared vision of what the future of learning mobility in Europe should be and identify the different target groups that we need to consider making learning mobility a reality for everyone. With the support of external speakers, you will dive deeper into understanding the topic and the different programmes and activities it encompasses. In this session, you will share and hear from other citizens on the potential, but also challenges, of learning mobility for intercultural dialogue. You will also look at emerging trends that might impact learning mobility in the future, such as the digital transformation and climate change.

**In the second session**, you will build on the shared vision, target groups and emerging trends identified in session 1 to discuss in more details the main obstacles and challenges faced by different groups of European citizens when it comes to learning mobilities. We will invite many actors working in the field of mobility, who will share with you a large scope of perspectives on the topic. This will allow you to better assess the existing ideas and solutions on the table and identify margins for improvement.

**In the third and final session**, you will consolidate your recommendations to the European Commission on how to increase learning mobility in Europe, by pointing to key areas for improvement, and by prioritising the most promising solutions for different groups.

# 3. The topic: What do I need to know about learning mobility?

Now that you know a bit more about the process, let's focus on the topic itself. We put together this brief section to help you enter this multifaceted topic. Of course, we cannot cover every aspect in a few pages, and you will receive more detailed information throughout the panel. We hope this section gives you insights that will help you to make sense of the presentations and to contribute to the panel's discussions and activities.

## What is the political context of "Learning Mobility"?

The European Union has a track record of over 35 years of fostering programmes and strategies to enhance the mobility of citizens and promote cross-border exchanges and cooperation on learning.

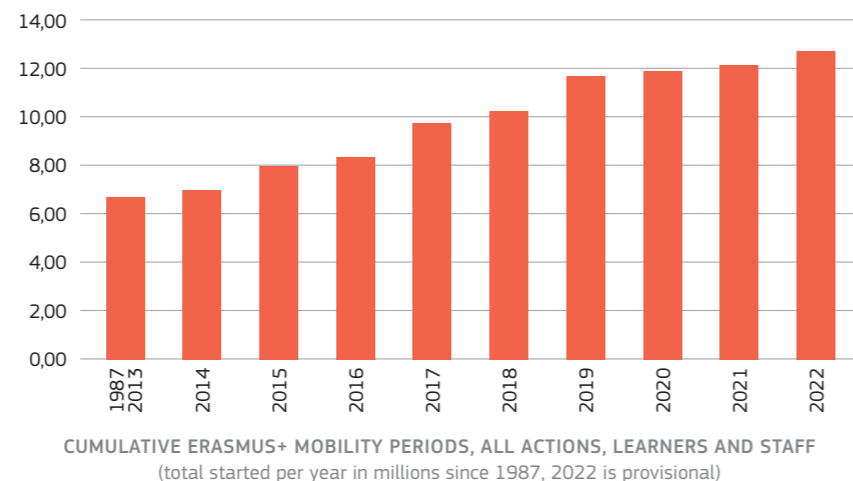
Enhancing learning mobility in the European Union is a key aspect of the EU's education and training policy. The goal is promoting greater mobility of students, teachers, and other education and training professionals within the EU. This objective is closely linked to the EU's broader goal of fostering a more integrated and inclusive European Union, as well as promoting competitiveness and employability of EU citizens. The EU sees learning mobility as a way to increase mutual understanding and cultural exchange among European citizens and to help them acquire the skills and competences needed in a globalized world. This includes, among other, foreign language competences. Learning mobility also contributes to understanding other education systems, which is an essential element for the cohesion of education and training in Europe, as the core of the European Education Area.

Amongst these EU actions, Erasmus+ is the main EU programme to support education, training, youth and sport in Europe.

- The main feature of the programme is to support what is called "learning mobility", which is a stay abroad for a certain time in a learning environment, like in a university, a school or even an enterprise.
- It is open to a broad range of participants, like university students, learners in vocational education and training, trainees and apprentices, school pupils, adult learners, teaching and training staff, young persons and youth workers<sup>1</sup> or sport coaches.
- Learning mobility gives them the possibility to travel abroad for a study period, a work placement or a youth exchange, to develop their knowledge, skills (including their foreign language competences) and employability.

## ERASMUS+ MOBILITIES IN MILLIONS

(source: Erasmus+ Annual Report 2021, p. 17)



The European Commission plans to take action to enable all learners, educators and staff to move more easily between education and training systems in different countries, and thus make learning periods abroad for everyone a norm, rather than an exception. The new initiative will aim to increase opportunities for learning abroad in the EU for everyone, in all sectors (school education, vocational education and training, higher education, adult education, youth and sport) and at all levels of formal, non-formal and informal learning.

Taking into account the recommendations of this citizens' panel, the Commission will propose how to overcome barriers and provide incentives to improve access to transnational learning mobility and how to address new developments in learning patterns. Of particular interest are more flexible, blended and virtual learning formats as well as the need for more sustainable travel, behaviours and practices.

## The role of the EU and Member States

The European Union has a complementary competence in the policy areas of education, vocational training youth and sport, which means it has a supporting role in the cooperation among Member States in these fields. The EU also works to promote the recognition of qualifications and to support the development of common quality standards for learning. Additionally, the EU provides funding for initiatives in these areas through various programs and initiatives, such as the Erasmus+ programme. However, the EU does not have the power to legislate on education or these other fields, as this is a competence of the Member States.

<sup>1</sup> Persons working with young people to support their development, using non-formal and informal methods

## Formal, Non-formal and Informal Learning: What Are the Differences?

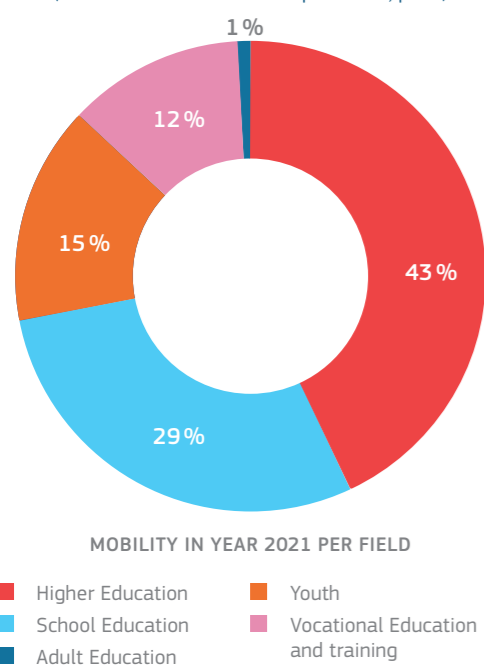
FORMAL LEARNING	NON-FORMAL LEARNING	INFORMAL LEARNING
Planned and structured learning (learning is the goal of activities engaged in by learners and a syllabus is followed) happening within educational systems for the purpose of diploma or degree attainment.	Planned and structured learning happening in taught courses. It includes workshops, seminars and tutorials as well as private lessons and massive open online courses taken for the purpose of developing skills and capabilities.	Learning occurring naturally (as opposed to in a planned and structured manner) as part of diverse activities (e.g. digital skills developed through leisure activities).

## What are different types of learning mobility?

When people think of learning mobility activities, they tend to think of young people going on exchange as part of their higher education studies. However, learning mobility is a much broader term that includes all learners and educators.

### ERASMUS+ MOBILITIES PER FIELD

(source: Erasmus+ Annual Report 2021, p. 29)



As an example, staff in school education or adult education can engage in learning mobility opportunities activities such as job shadowing (observation), following courses and teaching or engaging in training assignments across borders. This means that teachers can gain unique experiences and follow a broader set of practices to improve their own way of teaching or organising learning.

As another example, learning mobility opportunities are also available for learners in vocational education and training (VET), which is the provision of skills and knowledge related to a specific trade, occupation, or vocation in which the student or employee wishes to participate. Mobility in VET can provide learners with enhanced professional skills facilitating their employability, supporting the development of their foreign language skills, social competences and cultural awareness.

These examples illustrate that learning mobility is not only an opportunity for young people in their studies, but also for more senior and experienced personnel. The **different types of learning mobility** can be summed up as:

#### 1. Learner mobility

This refers to the movement of school pupils, vocational education and training learners and higher education students between educational institutions within or outside the EU. This can include study abroad programs, exchange programs, and other forms of international study;

#### 2. Teacher and staff mobility

This refers to the movement of teachers and other education and training professionals between educational institutions within or outside the EU. This can include teacher exchange programs, job shadowing (on-the-job learning where an individual spends time observing and working alongside a more experienced colleague), and other forms of professional development; this also includes sport coaches (staff of sport organisations, primarily at the local level);

#### 3. Apprenticeship and traineeship mobility

This refers to the movement of young people between companies or organizations within or outside the EU for the purpose of apprenticeships or traineeships;

#### 4. Adult learning mobility

This refers to the movement of adult learners for the purpose of participating in formal and non-formal learning activities;

#### 5. Youth non-formal and informal mobility

This refers to youth exchanges mainly and to youth workers' mobility;

#### 6. Online and virtual mobility

This refers to the use of digital technologies to facilitate mobility, such as online courses, virtual exchanges, and other forms of distance learning.

Naturally, the learning mobility opportunity performed is different depending on the learning activity offered. Each type of mobility has its own specific features, goals and target groups. However, the overall ambition of the opportunity remains the same: to improve learning performance, to increase foreign language competences, enhance intercultural awareness, and to improve awareness of different approaches to learning and sharing good practices.



**95%** of participants are either satisfied or **very satisfied** about their **mobility**,

**99%** would recommend **the experience**

**78%** have improved their foreign language **competence**

**87%** state that **foreign languages** are important

**75%** think that they have better **career opportunities**

**76%** have a **better idea** about their future career

**83%** would like to work in an **international environment**

**89%** feel more aware of **European values**

**73%** are more interested by **European topics**

**64%** feel more **European**

think that they have developed a better **tolerance awareness**

## What benefits can we expect from enhancing learning mobility?

In the recommendations from the Conference on the Future of Europe, the participants clearly recommended that learning mobility opportunities should be promoted and made accessible across Member States for all, regardless of age, level of education, background and financial means. This indicates that making learning mobility a reality for everyone is a priority for citizens in Europe.

Learning mobility is a strong driver for enhancing the quality of education and training institutions and of organisations and stakeholders involved in non-formal and informal learning contexts and youth work. Learning mobility can enhance intercultural competences and participation in citizenship. Participants do not only learn from the material they study but also from the practice of engaging in activities across borders. Cross-border experiences actively contribute to positive attitudes about the EU and to the development of a European identity. The European Commission's plans to promote the expansion of learning mobility will encourage the Member States to make mobility experiences a valued part of all education and training pathways. Member States can embed the opportunity for mobility in education and training programmes, including work-based learning such as traineeships/internships and apprenticeships.



A first step in this direction, the expanded scope of the 2021-2027 Erasmus programme, will enable more people to benefit from valuable learning and training periods abroad, gaining knowledge, skills and competences in the process. It should also contribute to fostering more inclusive<sup>2</sup>, environmentally friendly, digitally ready and balanced forms of learning mobility.

The initiative will equally have a positive impact on further internationalisation, cooperation and enhancement of quality of education and training institutions and of organisations and stakeholders involved in non-formal and informal learning contexts and youth work.

In short, enhancing learning mobility in the EU can bring a **number of benefits**:

- Cultural and linguistic diversity: Mobility programs expose individuals to different cultures, languages and ways of thinking, which can broaden their perspectives and foster intercultural understanding;
- Personal development: Mobility programs can be a valuable life experience that can promote personal growth and self-confidence;
- Improved employability: Learning mobility programs can help individuals acquire new skills and knowledge, which can make them more competitive in the job market and improve their career prospects;
- Networking and career opportunities: Mobility programs can provide opportunities for individuals to meet and network with professionals from other countries, which can open up new career opportunities;
- International cooperation and understanding: Mobility programs can foster greater cooperation and understanding among countries, which can have a positive impact on political, economic and social relations;
- Improve the quality of education and training: Mobility experiences can help improve the quality of education and training systems by encouraging the exchange of good practices and fostering innovation;
- Contribution to the European Union integration: Mobility programs can foster a sense of European identity, promote the EU common values and help to integrate the EU.

<sup>2</sup> Erasmus+ and European Solidarity Corps inclusion and diversity strategy. Link: <https://erasmus-plus.ec.europa.eu/document/implementation-guidelines-erasmus-and-european-solidarity-corps-inclusion-and-diversity-strategy>

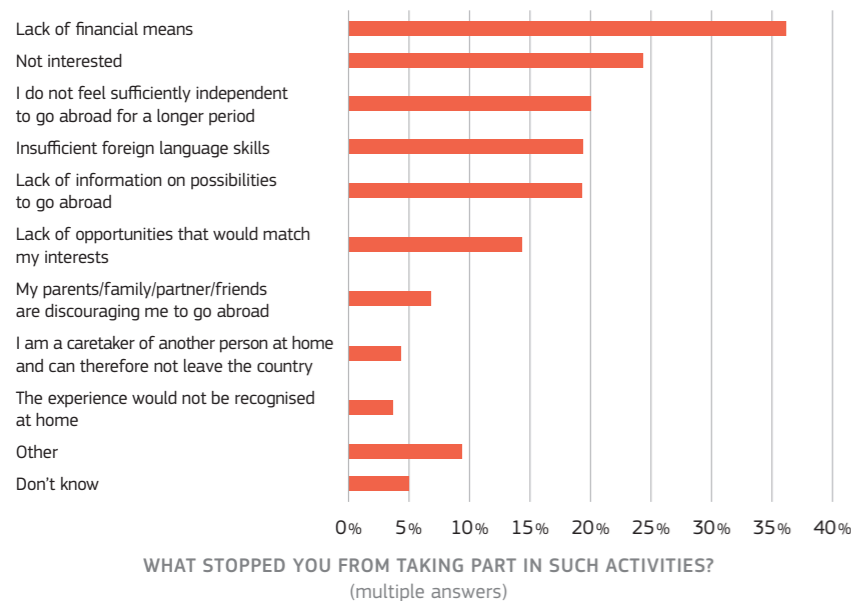
## What can hinder learning mobility?

In the 2022 Eurobarometer survey on Youth and Democracy in the European Year of Youth only 15% of young people who took part in the survey said they have participated in studying, training or apprenticeship in another EU country. At the same time, interest in learning mobility is high. The same survey also highlighted that young people see improving education and training, including the free movement of students, apprentices, pupils, etc. in the top three focus areas for the European Year of Youth. So why the gap?

Although transnational learning mobility activities have proven to be highly valuable experiences for people in gaining knowledge, skills and competences needed for personal, educational, and professional development- as well as civic engagement and social inclusion- there are important barriers. Some of the most pertinent **impediments to learning mobility** identified are the following:

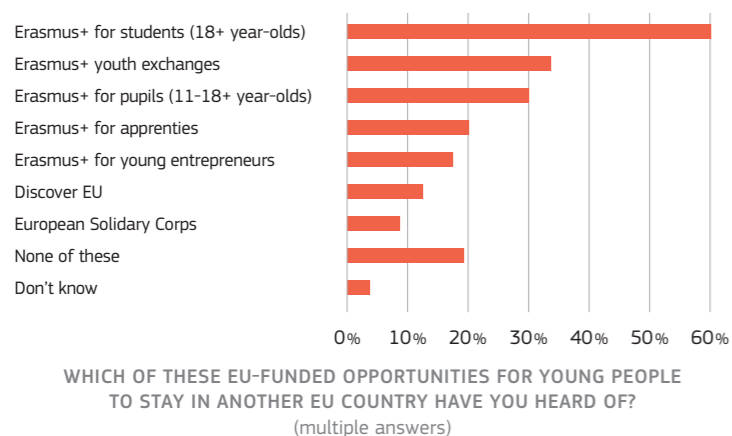
### YOUNG CITIZENS' OBSTACLES TO ENGAGING IN LEARNING MOBILITY

(source: Flashbarometer 502 Summary, 2022, p. 8)



### YOUNG CITIZENS' AWARENESS OF LEARNING MOBILITY OPPORTUNITIES

(source: Flashbarometer 502 Summary, 2022, p. 10)



As mentioned above, fewer than one in five of young people in the EU have undertaken studies, training or apprenticeships in another EU country; this is due to a broad range of obstacles. The obstacles include lack of financial means, difficulty in sufficiently preparing for mobility (e.g. developing foreign language skills), as well as a lack of awareness, motivation and support for learners and educators to engage in learning mobility. Additional obstacles include lack of opportunities matching interests, obstacles created by disabilities, administrative and legal obstacles, and incoherent systems and actions implemented by different EU Member States and at the EU level.

Naturally, these barriers may differ according to the specific type of learning mobility activity carried out. For example, only a minority of lower secondary teachers have been abroad and the subject taught has a strong influence on teachers' participation in mobility activities<sup>3</sup>. For the long-term mobility of pupils, there are multiple barriers to the recognition of learning periods abroad, including a variety of recognition policies, practices and uncertainty about recognition process<sup>4</sup>. For higher education students, the financial burden is perceived as a big obstacle to mobility, along with separation from family and friends<sup>5</sup>. Moreover, the potential difficulties of learning in a different language than the teaching language of the home institution can be a discouraging factor<sup>6</sup>. Similar challenges affect vocational education and training. For apprentices, in particular, mobility is hindered by financial constraints, administrative burden and language barriers. Furthermore, there are differences in compensation, health and safety standards, and the legal status of the apprentice. Employers are also often reluctant to engage in and support mobility<sup>7</sup>.

The solution to enhancing learning mobility for one group may not be the same as for another group. When thinking about ways to make learning mobility a reality for everyone, it is important to keep in mind the context of the different groups and the specific problems they face.

<sup>3</sup> EURYDICE, Teachers in Europe: Careers, Development and Well-being, 2021

<sup>4</sup> Preparatory action "Expert network on recognition of outcomes of learning periods abroad in general upper secondary education" (2019-2021) EAC-2019-0620.

<sup>5</sup> The EUROSTUDENT project. Link: <https://www.eurostudent.eu/>

<sup>6</sup> "If courses in the home country were taught in another language than the home-country's - mostly English - the chance of studying abroad is almost 3-times higher", The EUROGRADUATE Pilot Survey. Link: <https://www.eurograduate.eu/>

<sup>7</sup> Enablers and disablers of cross-border long-term apprentice mobility. Evidence from country- and project-level investigations. Link: [https://www.cedefop.europa.eu/files/2021-10/3089\\_en.pdf](https://www.cedefop.europa.eu/files/2021-10/3089_en.pdf)

## What tools and approaches are on the table?

The European Commission wishes to gather citizens' and stakeholder's opinions on key obstacles and incentives to learning mobility. This will allow the European Commission to prioritise removing obstacles and creating incentives, which are seen as the most relevant by citizens and stakeholders.

In this process, the European Commission would like to know your views on how to make learning mobilities to support green transition, how to better use digital tools (e.g., to gain full benefits offered by flexible learning formats combining physical and virtual learning and the use of digital platforms), as well as how learning mobility could be more inclusive.

The aim is to make learning periods abroad a normality, rather than an exception. More specifically, to increase opportunities for learning and teaching abroad in the EU and beyond for everyone, not only for some groups. This includes different forms of learning such as formal, non-formal and informal learning. In addition, it includes different groups such as teachers, apprentices, trainees, school pupils, youth and youth workers, adult learners and sport staff.

Making learning mobility a reality for everyone will take a lot of effort and innovative thinking. Among many of the things to tackle, we need to:

- Identify barriers to learning mobility so that more people feel an incentive and engagement to experience learning mobility;
- Provide guidance on how to overcome the different barriers to learning mobility, as it can be easier to point out the problems than to come up with the solutions to solve them;
- Promote learning mobility and identify possible incentives so that everyone who can potentially benefit from a learning mobility opportunity is aware of this;
- Make learning mobility more socially inclusive and accessible to disadvantaged groups, such as individuals with disabilities and those from low-income backgrounds;
- Make learning mobility more environmentally friendly by focusing on more sustainable travel, behaviours and practices;
- Link learning mobility more to digital learning opportunities, considering more flexible, blended and virtual learning formats;
- Better recognise qualifications earned through mobility programmes;
- Simplify administrative procedures to make it easier for individuals to participate in mobility programmes;
- Provide easily accessible information and support to help individuals find and participate in mobility programmes;
- Encourage private sector involvement to support and mobility programs.

You can find a glossary of the most important terms here: [https://ec.europa.eu/eurostat/statistics-explained/index.php?title=Category:Education\\_and\\_training\\_glossary](https://ec.europa.eu/eurostat/statistics-explained/index.php?title=Category:Education_and_training_glossary)



### 08/02/2023: Launch of the Public Consultation on the future of learning mobility

In parallel to your Citizens' Panel, the European Commission is also conducting other targeted consultations with stakeholders. On 8 February 2023 it has launched a Public Consultation aimed at informing citizens and all interested parties about its upcoming proposal to update the EU learning mobility framework and to gather evidence and their views on it.

The proposal will update the current **EU learning mobility framework**, to enable students to move more easily between education systems and promote learning mobility as an opportunity for everyone. The main barriers to taking part in learning mobility and ways to address them will be discussed through public consultation with citizens and stakeholders, such as learners, educators, staff in all education and training sectors, youth workers, apprentices and sport staff. Especially organisations sending and receiving participants in mobility activities, including employers, are welcome to share their feedback. Inputs from decision-makers, stakeholder organisations and researchers are also very valuable.

Mariya Gabriel, Commissioner for Innovation, Research, Culture, Education and Youth, said: "Learning mobility strengthens the sense of togetherness and inspires us to appreciate the diversity of the European Union; it allows us to meet new people, make friends and, most significantly, to learn and progress. We believe it should be made easier for learners to know about opportunities and moving easily between education systems in different countries. This public consultation is an opportunity to listen to all involved stakeholders and make the European Education Area a reality."

The call for evidence and public consultation questionnaire made available in all EU languages will be open for 12 weeks. They can be accessed on **Have your Say portal**.

# 4. Practical information

*We are looking forward to welcoming you to the Next Generation of the European Citizens' Panels starting on Friday 3 March in Brussels, Belgium. We are pleased to send you the practical information to prepare for your trip and your attendance at the meetings. As a reminder:*

Two sessions will take place in person (in Brussels) and one session will be conducted virtually (online):

- **Session 1**  
3<sup>rd</sup>-5<sup>th</sup> March  
(onsite in Brussels)
- **Session 2**  
24<sup>th</sup>-26<sup>th</sup>  
March (online)
- **Session 3**  
28<sup>th</sup>-30<sup>th</sup> April  
(onsite in Brussels)

## 1. PER DIEM

Per diems (an allowance to cover living expenses) of 90,00€ per conference and travelling day will be provided. The per diems are paid after participating in the meeting based on an attendance list.

## 2. LOGISTICS

### TRAVEL ARRANGEMENTS

You have or will receive your travel itinerary and eTicket. Should you have any further questions regarding your travel arrangements, please let us know by contacting us at [info@futureu.events](mailto:info@futureu.events)

### TRANSFERS

**Transfers upon arrival:** Upon your arrival at the airport/train station, hostesses with the Next Generation of the European Citizens' Panels welcome board (poster) will welcome you and accompany you to the transfer bus. If you encounter difficulties in finding the hostesses, please call 00 32 - 478 79 68 53 or 00 32 - 478 79 68 63 between 7:00am and 9:00pm

**By plane:** At the airport, after picking up your luggage, please make your way to the courtesy desk available at the Arrivals Terminal where our hostesses will be expecting you.

**By train:** At the Midi Brussels train station, please make your way to the cafeteria Prêt à Manger where our hostesses with the Conference welcome board and roll-up will be expecting you.

**Once in Brussels:** From the hotels to the European Commission premises, group transfers will be organised with a shuttle bus from the hotels to the conference building. Please present yourself at the hotel main hall before the scheduled time of departure.

Our team will show you the way to the shuttle. If you prefer to reach the European Commission premises on your own, please nonetheless notify our support team before departing.

**Once in Brussels:** From the social event to the hotels. After the meeting, social events may be foreseen and group transfers by a shuttle bus from the European Commission premises to the venue will be organised. After the dinner, group transfers by a shuttle bus from the restaurant to the hotels will be organised.

**Transfers upon departure:** We will arrange the transfers back to the airport/train station for all participants from the hotel you are staying at. A notice board will indicate the departure time in the hotel lobby.

### ACCOMMODATION

Our team will welcome you upon your arrival at the hotel, provide you with a printed agenda and all relevant information. A single occupancy room, with breakfast and free Wi-Fi has been booked for you. Please refer to your booking email. Kindly note that all extras (e.g. minibar, room service, telephone, hotel bar, laundry service, early check-in or late check-out etc.) are for your own account and will not be covered by the organisers. Please settle all extra expenses directly at the hotel.

**IMPORTANT:** Official check-in time is 15:00 and check-out time is 12:00 noon on the day of departure. Our staff will be present at the hotel to assist if needed. If you arrive earlier, the hotel will try their best according to the situation of room occupancy. Nonetheless, some waiting time may occur, and you are welcome to leave your luggage and wait at the hotel lobby.



### Contact

Our team will consist of several persons and hostesses who will be available prior and throughout the meeting. Shall you encounter any difficulties upon arrival, your flight departure time has changed, feel free to contact us via e-mail: [info@futureu.events](mailto:info@futureu.events)

### Interpretation

The meeting will be available in 24 languages thanks to a team of professional interpreters. Please pace yourself and avoid speaking too fast during your session.

## 4. ACCESS TO THE BUILDING

The meeting will take place on the premises of the European Commission in Brussels. Please refer to the agenda for more information on the exact buildings and rooms. The European Commission building is accessible with a V-pass. A V-pass e-mail will be sent to you before the event. Please don't forget to register via this e-mail to finalise the process and get your V-pass QR code. If you have not received your V-pass please contact us via e-mail: [info@futureu.events](mailto:info@futureu.events). Please note that it may take at least 20 minutes to complete the security check and to arrive at the meeting room. The security will ask your V-pass and ID card.

### All participants:

- are required to show a valid passport or ID card before entering the building;
- are required to undergo security controls at the entrance area;
- are advised to carry the invitation letter or any other document clearly indicating their participation (e.g. registration mail)

## 5. HELPDESK, INTERNET ACCESS

A help desk will be located at the entrance of the rooms. Our colleagues and the team of hostesses will assist you to find your way, to receive documents or for any additional questions, you may have. Internet can be accessed via Wi-Fi hotspots which will be shared the day of the meeting.

## 6. ACCESSIBILITY

The premises of the European Commission are fully accessible for people with disabilities. When registering online, please indicate your special need and our services will endeavour to welcome you as best as possible.

## 3. MISCELLANEOUS

### Dress code

Please bring along smart-casual clothes for the meetings, a warm jacket and a scarf for indoor and a waterproof winter coat as well warm comfortable shoes and umbrellas for outdoor. Temperatures in February will probably be around 7°C and an average low-temperature of 4°C.

### Drinking water

The tap water is safe to drink in Belgium. Bottled water or filtered water is readily available for purchase and will be offered during all meetings, meals and social events.

### Time zone

Current Time is CET - Central European Time (UTC/GMT +1 hour).

### Toursim Information

Brussels is rich in history, architecture, gastronomy, culture and so much more! If you are staying in Brussels during the weekend, do not hesitate to visit the Brussels-Capital Region website to discover all the cultural activities available during your stay.



## Who is organising this **panel?**

*The Learning Mobility citizens' panel is organised by the European Commission (The Directorate-General for Communication in collaboration with the Directorate-General for Education, Youth, Sport and Culture and the Directorate General Employment, Social Affairs and Inclusion) and the support of VO Europe (main contractor) with Missions Publiques, ifok, Deliberativa, the Danish Board of Technology, and Kantar Public.*

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