EMOTiC
European Multidisciplinary Organization for Training and international Consulting

ORGANISATIONAL SUPPORT

Organisational Management Handbook

How EMOTiC is organised, governed and run day to day, and who does what.

Version 1.0	Owner	Review
October 2026	Board	Every two years, or when our structure or funding changes significantly

EMOTiC for Training and Consulting · Rauhensteingasse 7/18, 1010 Vienna, Austria · ZVR-Zahl 1026550097 · emotic.org@gmail.com

At a glance

- The General Assembly and the Board govern EMOTiC in line with the Austrian Associations Act 2002 and our statutes.
- Every project has one Project Coordinator who is responsible for delivery, budget and reporting.
- Every payment is checked by two people, and every cost funded by the EU is documented.
- Everyone who works with us is onboarded, supervised and supported, and follows our policies.
- We give visible credit to the European Union and choose partners who share our values.

Document	Organisational Management Handbook
Organisation	EMOTiC for Training and Consulting (European Multidisciplinary Organization for Training and international Consulting), ZVR-Zahl 1026550097
Version	Version 1.0, October 2026
Owner	Board
Issued by	EMOTiC Board (Vorstand), October 2026
Review	Every two years, or when our structure or funding changes significantly

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1. Purpose and who this handbook is for

This handbook explains how EMOTiC is organised and run: who decides what, how we plan and manage money, how we work with people and partners, and which policies guide us.

It is for Board members, staff, trainers and facilitators, volunteers and interns, and for partner organisations and funders who want to understand how we work. New team members read it during onboarding. If it ever conflicts with our statutes or the law, the statutes and the law take precedence.

2. Who we are

EMOTiC for Training and Consulting (European Multidisciplinary Organization for Training and international Consulting) is a non-profit association registered in Austria, ZVR number 1026550097, with its office at Rauhensteingasse 7/18, 1010 Vienna. We have been active since 2020 and have branches in France and Croatia.

Our mission is to offer young people and youth workers high-quality learning through non-formal education and learning by experience, to strengthen youth participation and to build European cooperation. Since 2020 we have run more than 50 projects with more than 5,000 young people and partner organisations in more than 30 countries.

Our work areas:

- Erasmus+ youth exchanges and training courses for youth workers (Key Action 1), mostly hosted in Vienna
- partner and coordinator roles in European cooperation projects, such as Erasmus+ cooperation partnerships and CERV projects
- local labs and workshops for young people in Vienna, workshops for schools and career orientation days for pupils
- local volunteering, local internships and Erasmus+ traineeships
- rental of our seminar spaces.

3. Legal form and governance

EMOTiC is an association (Verein) under the Austrian Associations Act 2002 (Vereinsgesetz 2002). Below is an overview; our statutes contain the full rules.

Body	Role
General Assembly	Our highest body. Elects the Board and the auditors, receives the annual report and accounts, decides on discharging the Board and can amend the statutes.
Board (Vorstand)	Manages and represents the association, sets strategy and approves budgets and policies.

Body	Role
Two auditors (Rechnungsprüfer)	Elected by the General Assembly and independent of the Board. They check our financial management and the use of funds, and report to the General Assembly.

Board members declare any conflict of interest, for example a family link to a supplier or partner, and do not vote where one exists. Board decisions are recorded in minutes.

4. Organisational structure

Role	Main responsibilities
Board	Strategy, governance, annual plan and budget, policies, legal representation; appoints the Safeguarding Focal Point and the Data Protection Contact.
Coordination team	Day-to-day management: project pipeline, finance administration, people, communication, office and seminar spaces.
Project Coordinator	One project from application to final report: programme, partners, participants, budget, safety on site and reporting.
Trainers and facilitators	Design and run sessions and guide reflection and Youthpass, following the agreed programme.
Volunteers and interns	Support activities, logistics, communication and local outreach, with clear tasks and a named supervisor.
Safeguarding Focal Point	Receives and follows up safeguarding concerns; keeps safeguarding training up to date.
Data Protection Contact	Advises on personal data; handles data requests and breaches.
Branches in France and Croatia	Carry our work in their countries, follow our policies and coordinate with the team in Vienna.

One person may hold more than one role, but no one approves their own payments or handles a concern about themselves.

5. Decision-making

Decisions are taken at the level that has the right information and authority. When in doubt, ask one level up.

Who decides	Examples
Board	Strategy, annual plan and budget; policies; signing grant agreements, mandates and partnership agreements; employment contracts; spending above the limit it sets; serious incidents and reputational matters.
Coordination team	Which ideas enter the project pipeline; project staffing; trainer contracts and purchases within approved budgets; recruiting volunteers and interns; communication plans.
Project Coordinator	Daily running of the project; programme details; participant selection with partners using agreed criteria; spending within the project budget; on-site safety decisions, including stopping an activity.

Safety comes first. In an emergency anyone on site acts at once, calls 112 if needed, then informs the Project Coordinator and the Safeguarding Focal Point.

6. Planning cycle

1. **Annual plan:** in the last quarter of each year, the Board and the coordination team agree priorities, target groups and main activities for the next year.
2. **Project pipeline:** one overview of ideas, applications, approved projects and reports due, each with a deadline and a responsible person, reviewed at every coordination meeting.
3. **Budget:** the Board approves an annual budget built from project budgets, rental income and core costs. Each project has its own budget based on its grant agreement.
4. **Mid-year check:** we compare progress and spending with the plan and adjust.
5. **Year end:** we close the accounts, the auditors check them and the Board reports to the General Assembly.

Before applying, we check that a project fits our mission, that we can deliver it and that the partners are reliable.

7. Financial management

We manage public money, so our finances are simple, transparent and fully documented.

- **Four-eyes principle:** one person prepares each payment and a second authorised person approves it. No one approves a payment to themselves.
- **Separate project budgets:** each project has its own budget code and tracking sheet. Costs are never moved between projects to cover gaps.
- **Documentation for EU grants:** we keep the evidence the grant agreement requires, such as signed participant lists, programmes, tickets and boarding passes. For unit costs we prove that the activity took place; real costs, such as exceptional costs, also need invoices and proof of payment.

- **Cash handling:** we pay by bank transfer wherever possible, including participants' travel reimbursements. Petty cash is kept small, locked away and recorded in a cash book, with a signed receipt for every payment.
- **Record keeping:** we keep financial records and project evidence for the period required by the grant agreements and Austrian law, whichever is longer.
- **Annual accounts:** the coordination team prepares them; the auditors check them and report to the General Assembly.

Never pay, sign or promise money that is not in an approved budget. Ask the coordination team first.

8. Human resources

Role	Basis	Key points
Staff	Employment contract	Job description, working hours and leave in line with Austrian employment law.
Freelance trainers and facilitators	Service contract per project	Agreed tasks, fees and deliverables.
Volunteers	Volunteer agreement	Clear tasks; agreed expenses reimbursed; never a replacement for paid work.
Interns and Erasmus+ trainees	Internship or training agreement	Agreed learning goals, a mentor and regular feedback.

Onboarding. Every new team member:

1. signs their agreement and our Code of Conduct
2. where the role involves contact with minors, provides the extended criminal record certificate for work with children and young people (Strafregisterbescheinigung Kinder- und Jugendfürsorge) or an equivalent from their country
3. reads this handbook, the Safeguarding Policy and the Data Protection Policy
4. completes safeguarding and data protection training before working with participants.

Supervision. Staff have regular one-to-one meetings. Volunteers and interns have a weekly check-in. Trainers have a briefing before and a debriefing after each activity.

Learning and development. We support learning through our own training courses, peer learning and job shadowing, and discuss learning needs once a year.

Wellbeing and workload. Mobility projects are intense. We plan realistic workloads, agree rest time during and after activities and never leave one person to run an activity alone. Anyone who feels overloaded tells their supervisor, and we adjust.

9. Internal communication

Channel	Use
Weekly coordination meeting	Coordination team and Project Coordinators: pipeline, deadlines, issues and decisions.
Project meetings	Project team and trainers before, daily during, and after each activity.
Board meetings	Regular meetings with minutes; urgent decisions by email where the statutes allow.
Shared drive	One organised place for all files, with access rights by role.
Email	Official communication and decisions, using EMOTiC email addresses.
Messaging group	Quick coordination and urgent alerts only; no participants' personal data. Decisions are confirmed by email or in minutes.

Documentation. We record decisions in minutes and keep one current version of each document in the shared drive.

10. External communication and visibility

- **EU visibility:** every output, publication, web page, social media post and event material of an EU-funded project carries the "Co-funded by the European Union" emblem, used according to the EU visibility rules, with the disclaimer the grant agreement requires. We also display it at venues during activities.
- **Social media:** we share activities and results, tag partners and use only photos and videos for which we have consent.
- **Website:** we publish our projects, results and policies and keep the Library up to date.
- **Press:** only the Board, or a person it authorises, speaks to the media for EMOTiC.

11. Partnerships

Selecting partners. We work with partner organisations that:

- share our values and our commitment to non-formal education and youth participation
- have relevant experience and the capacity to deliver their tasks
- apply safeguarding standards and choose suitable group leaders
- communicate reliably and have a good record in earlier projects.

For new partners, we check their organisation ID and previous projects and hold a call before agreeing to cooperate.

Partnership agreements. For every project, we sign a written agreement with each partner covering roles, budget and payments, participant selection, safeguarding, data protection, visibility, reporting and what happens if a partner cannot deliver.

Mandates. Where the programme requires it, partners sign a mandate authorising the coordinator to sign the grant agreement on their behalf. When we are a partner, only the Board, or a person it authorises, signs mandates for EMOTiC.

12. Key policies we work with

These documents support this handbook and are available in the Library on our website.

Document	What it covers
Safeguarding Policy	Keeping children, young people and adults at risk safe, and reporting concerns.
Child Protection Policy	Specific rules for activities with participants under 18.
Code of Conduct	Expected behaviour for everyone who works with us or takes part.
Data Protection Policy	How we collect, store, use and delete personal data.
Risk Management and Emergency Procedures	How we identify, assess and reduce risks.
Project Management Handbook	How we plan, run, close and report projects.
Quality and Evaluation Framework	How we measure quality and learn from feedback.

13. Complaints and feedback

We welcome feedback and take complaints seriously. Anyone, including participants, parents, partners and team members, can raise a complaint.

1. Speak to the Project Coordinator or write to emotic.org@gmail.com.
2. We confirm receipt within five working days and name the person handling it.
3. They look into it and propose a solution, normally within one month.
4. If you are not satisfied, you can ask the Board to review the outcome.

A complaint about a Board member is handled by Board members who are not involved. Participants in Erasmus+ projects can also contact the OeAD as the National Agency. We use all feedback to improve our work.

Safeguarding concerns are not complaints. Report them at once to the Safeguarding Focal Point, as our Safeguarding Policy explains. In an emergency, call 112.

14. Review and contacts

The Board reviews this handbook every two years, or earlier if our structure, funding or the law changes. Anyone can suggest changes to the coordination team.

Item	Details
Issued by	Board (Vorstand), October 2026
General contact	emotic.org@gmail.com
Board contact	emotic.org@gmail.com (subject: For the Board)
Safeguarding Focal Point	emotic.org@gmail.com (subject: Safeguarding)
Data Protection Contact	emotic.org@gmail.com (subject: Data protection)

This document is part of EMOTiC's organisational support materials. Other organisations are welcome to adapt it for their own work with credit to EMOTiC. Questions and feedback: emotic.org@gmail.com