

European Union Programmes Agency (EUPA)

WHO WE ARE

The European Union Programmes Agency (EUPA), established by Legal Notice 401 of 2018, is Malta's National Agency responsible for promoting, Erasmus+ and European Solidarity Corps programmes. EUPA oversees project funding, supports beneficiaries and collaborates with other EU agencies for training and cooperation activities. It also administers the Europass Programme (2024-2026), aimed at upskilling citizens, especially low skilled individuals and promoting STEM, entrepreneurial and transversal skills. The mission of the EUPA is to promote, implement and manage the Erasmus+ Programme and European Solidarity Corps at National level with sound and efficient management of EU funds for the successful implementation of the Programmes in terms of quality and impact. The vision of the EUPA is to inspire lifelong learning, knowledge, skills and personal development by facilitating EU funding opportunities in Malta and Gozo. Erasmus+ focuses on education, training, youth and sport for 2021-2027, emphasizing social inclusion, green and digital transitions and youth participation in democratic life. The European Solidarity Corps Programme encourages young people to address societal challenges and support vulnerable individuals. Europass provides tools to help individuals present their skills and qualifications for job and educational applications across Europe, supporting the European Skills Agenda.

OUR COMMITMENT TO CLIENTS

Level of service to expect when contacting or visiting our Offices:

- o We will treat you with respect and in a professional manner.
- o We guarantee confidentiality on any information exchange.
- o Our service standards are in line with Directive 4-2 Standard for Service of Excellence Offered by the Public Administration to the Public and Public Employees.
- o The list of services offered can be found in the following link < <https://fondi.eu/eupa>

WHAT TO EXPECT WHEN YOU CONTACT US

Specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. We commit to answer your query within 1 working day, or as per timeframes stipulated in Directive 4-2.

When you contact us by phone

We commit ourselves to answering the phone within 3 rings, in a clear and knowledgeable manner. Staff will identify themselves and treat you with courtesy and respect.

When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be of approximately 15 minutes under normal circumstances.

When you contact us by letter or email

We will send an acknowledgment within 1 working day from receipt of your letter or email

Appointments

Replies to requests for appointments will be provided within 1 working day with the appointment date being set within 3 working days from the date of request. However, appointments may be dependent on department waiting lists and urgent requests which may take priority.

CLIENT RESPONSABILITIES

Clients are expected to: Provide full and correct information. Treat staff with courtesy and respect. Adhere to timeframes and allocated appointments when applicable.

WE VALUE YOUR FEEDBACK

If you would like to submit feedback, suggestions, or complaints kindly:

- o Contact us as per details shown here: <https://fondi.eu/contact-us/>
- o Through servizz.gov by calling on 153, online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 3 working days.

HOW TO CONTACT US

- o The OAKS Business Centre, Block B, Farsons Street, Hamrun, Malta HMR 1325
- o Monday to Friday Winter: 07:45-17:15; Summer: 0730 - 1330 Weekends, & Public Holidays: Closed
- o Contact us fondi.eu@gov.mt - +356 2555 2555, <https://www.fondi.eu/>
- o Through Social Media:

