



ClusterXchange IT Tool User Manual

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Table of Contents

- Table of Contents.....2
- Introduction4
 - CXC in brief.....4
 - Structure and Methodology6
- Accessing the CXC IT Tool.....8
 - CXC IT Tool Accessibility Criteria.....9
- Navigating the CXC IT Tool..... 12
 - Dashboard/welcome page 12
 - Exchange overview14
 - Repository14
- Creating the Exchange.....16
- Providing the Exchange Feedback 25
- Annex 1- Maximum Lump Sums paid to the VOs 27



01

Introduction



Strengthening the European economy through collaboration

Introduction

Launched in 2020, ClusterXchange (CXC) aims to support short-term exchanges to better connect Europe's industrial ecosystems. It aims to facilitate transnational cooperation, peer learning, networking, and innovation uptake between actors of different industrial clusters. It is implemented with support from cluster organisations that have teamed up in European Cluster Partnerships | Excellence and referred to as Partnerships. The Partnerships are supported by funding from the COSME programme of the European Union (EU)¹, and they accompany the exchange participants all along the processes and serve as contact points during registration, matching and participation in CXC.

The overall action shall foster SME competitiveness and assist companies to successfully access global markets. CXC supports European clusters - and more particularly SMEs and scaling-up support organisations that are members of a cluster - to strengthen their strategic cross-regional collaboration activities by spending periods of time in a partner cluster (or SME/scaling-up support organisation member of a cluster) in another country (exchange). The nature of each exchange may follow different specific objectives within a broader approach aiming at the consolidation and/or the creation of new value chains across Europe.

The purpose of the CXC IT Tool user manual is to provide CXC participants, but more specifically the Partnerships, as well as the Host and Visiting Organisations, the necessary information on the CXC IT Tool, with the aim to ease and facilitate the process of exchange encoding and feedback providing. The guidelines and instructions provided in this manual are meant to develop a clearer perspective regarding the CXC IT Tool and other technical specificities of the involved processes in general. This document is accessible from [the CXC web portal on the ECCP website](#). Please note that this manual deals with the CXC IT Tool processes specifically. If you wish to learn more about the CXC program in general, please consult the [CXC Quality Manual](#).

CXC in brief

CXC supports the implementation of transnational short-term exchanges between actors of different industrial clusters. An exchange constitutes a stay abroad by a Visiting Organisation (VO) at a Host Organisation (HO) to explore collaboration and growth opportunities. Partnership(s) financially contribute to exchanges by providing a lump sum to VOs to partly cover their travel and accommodation expenses for the stay. Maximum lump sum amounts are predefined per country of destination and are included in Annex 1 of this document.

¹ Competitiveness of Enterprises and Small and Medium-sized Enterprises (COSME) is the EU programme running from 2014 - 2020 to promote entrepreneurship and improve the business environment for SMEs to allow them to realise their full potential in today's global economy: https://ec.europa.eu/growth/smes/cosme_en

An exchange can be minimum three working days and maximum one month (excluding travel time). The exchange should be done in consecutive working days, meeting normal/required working hours of the HO's country.

All exchanges must be encoded in the CXC IT Tool.

Lump sum

The pre-defined lump sum is paid in full for each exchange except in the following non-cumulative cases, when the lump sum is reduced by half:

- The duration of the stay is shorter than five working days (excluding travel time);
- The distance between the two involved organisations is shorter than 200 kilometres.

The lump sum is paid to the VO by the VO's Partnership (VOP) after the exchange takes place successfully, and the exchange feedback is provided. Each eligible organisation may benefit from CXC only once as a VO per cycle (i.e., once under each call for proposals of the European Cluster Excellence Programme). However, an organisation can host an exchange multiple times and simultaneously (group of exchanges).

Eligibility

Interested participants must have their 'permanent residence' in a COSME participating country to participate in ClusterXchange. 'Permanent residence' is defined by ClusterXchange as:

- The place where the organisation of the applicant is registered;
- If an organisation has several registered establishments in different COSME participating countries, the participant should choose the country where he/she is based as his/her permanent residence.

Participation in ClusterXchange is not based on nationality or legal residence, therefore holding a specific nationality or legal residence status does not grant nor deny an applicant the right to participate.

As regards to third country nationals: representatives of eligible organisations who are not nationals of a COSME participating country can participate in the programme provided that they have spent 183 days in a COSME participating country with a residence permit or equivalent document that allows them to reside in the country, and that they have started or have the intention to start a business in a COSME participating country. If this condition is not fulfilled, they cannot participate in ClusterXchange.

Eligible Visiting Organisations for transnational exchanges are:

- Cluster organisations and similar business network organisations;
- Scaling-up support organisations (such as tech centres, research institutes, [digital] innovation hubs, fab labs, creative hubs, resource-efficiency service providers, incubators, accelerators) that are cluster members;
- Small and medium-sized enterprises (SMEs) that are cluster members.

Eligible Host Organisations are:

- Cluster organisations and similar business network organisations;
- Scaling-up support organisations (such as tech centres, research institutes, [digital] innovation hubs, fab labs, creative hubs, resource-efficiency service providers, incubators, accelerators) that are cluster members;
- Small and medium-sized enterprises (SMEs) that are cluster members.

In addition, the following are eligible to participate in ClusterXchange only as a Host Organisation:

- Training providers from a COSME participating country that are cluster members;
- Large companies from a COSME participating country that are cluster members;
- Public authorities at both regional and city/administration levels that are active in a cluster from a COSME participating country.

Structure and Methodology

This manual contains the following chapters:

Chapter 1- Introduction

Chapter 2- Accessing the CXC IT Tool

Chapter 3- Navigating the CXC IT Tool

Chapter 4- Creating the Exchange

Chapter 5- Providing Exchange Feedback

Chapter 6- Annexes

After the introductory Chapter 1, Chapter 2 clarifies how to enter the CXC IT Tool and who has access to it and in what instances. Chapter 3, provides information on what can be found in the CXC IT Tool and how to navigate it. Later, in Chapter 4, how to create an exchange and encode it in the CXC IT Tool will be explained. Finally Chapter 5 will cover the last stages of the exchanges, more specifically exchange feedback providing. In addition, you will find useful information and a preview of CXC relevant documents in the Annexes.

02

Accessing the CXC IT Tool



Strengthening the European economy through collaboration

Accessing the CXC IT Tool

The CXC IT Tool is accessible via this link: <https://clusterxchange.clustercollaboration.eu/>. Otherwise, you can also access the IT Tool by entering the ECCP webpage, hovering on “Knowledge”, and selecting “ClusterXchange”. Additionally, by scrolling down on the ECCP landing page, you will find the vignette “ClusterXchange”.

The screenshot shows the website interface. At the top, the navigation menu includes 'Partners', 'Funding', 'News', 'Events', 'Knowledge', 'In focus', and 'EREK'. The 'Knowledge' menu is open, with 'ClusterXchange' highlighted by an orange arrow. Below the navigation, there is a banner for 'EU Clusters Support Ukraine' with the text: 'ECCP enhances the ability of European industry to contribute to the delivery of humanitarian aid for Ukraine and Ukrainian refugees.' Below this is a section titled 'The European online hub for industry clusters' with the subtitle 'Strengthening the European economy through collaboration'. To the left is an image of a tablet displaying a map. To the right is a section titled 'Find partners per country, region, sector or industrial ecosystem' with an 'Explore' button and three sub-options: 'Find partners in your Industrial Ecosystem', 'Find partners for Green Transformation', and 'Find partners for Digital Transformation'. Below this is a section titled 'Our services' with the subtitle 'The services of the European Cluster Collaboration Platform to support your work'. It features five service icons: 'CLUSTERS MEET REGIONS', 'EUCLUSTERS TALKS', 'EUCLUSTERS MATCHMAKING EVENTS', 'CLUSTERXCHANGE', and 'SUPPORT UKRAINE'. An orange arrow points to the 'CLUSTERXCHANGE' icon. Below each icon is a brief description of the service.

Service	Description
Clusters meet Regions	Join clusters and policymakers in the local, regional, and national level and work on strengthening.
EU Clusters Talks	Your bi-weekly opportunity to exchange knowledge and discuss topics significant to the
EU Clusters Matchmaking Events	Team up with other cluster organisations from Europe and third countries and find new
ClusterXchange	ECCP supports short term exchanges to better connect Europe's industrial clusters and
EU Clusters support Ukraine Forum	ECCP enhances the ability of European industry to contribute

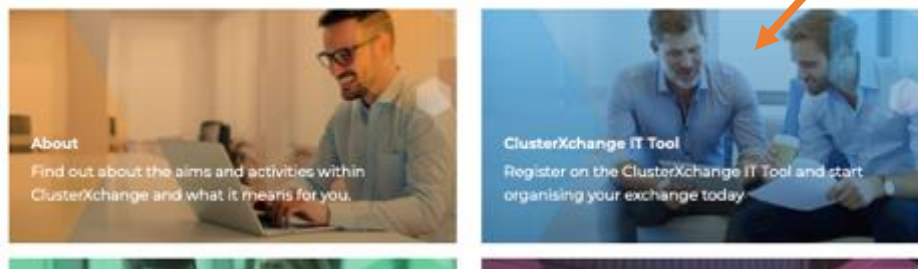
Once you are at the ClusterXchange section, click on the “CXC IT Tool” box.



ClusterXchange

ClusterXchange is a new pilot scheme to support short-term exchanges to better connect Europe's industrial ecosystems.

It facilitates transnational cooperation, peer learning, networking and innovation uptake between actors of different industrial clusters. It is implemented with support from cluster organisations that have teamed up in the European Cluster Partnerships | Excellence.



CXC IT Tool Accessibility Criteria

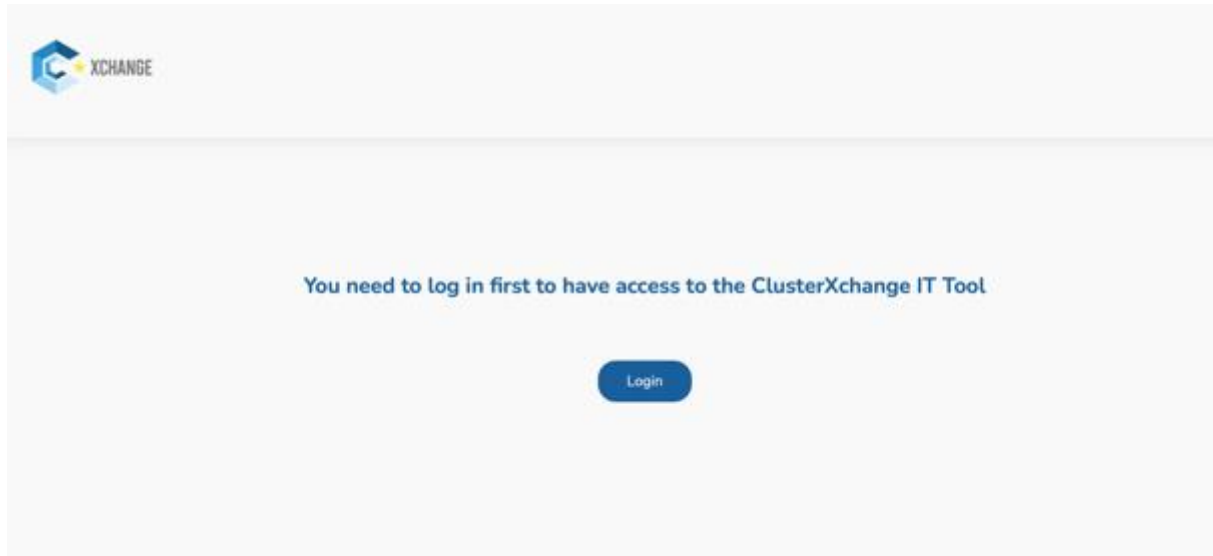
Initially, only administrator members of Partnerships can access the CXC IT Tool and begin the exchange creation process. If you do not know whether you are a Partnership administrator member, you can find the information in your ECCP personal profile. By scrolling down on your profile, you will find the ECCP organisation profiles you are linked to, and your role in it:

Approved profiles

Profile name	Date published	User role	Profile type
POLEPHARMA	14 September 2022	administrator member	Cluster Organisation

Once the exchange has been created and the HO and VO(s) have been added, the administrator members of those Organisations will also have access to the CXC IT Tool and the exchange.

You can log into the CXC IT Tool with your ECCP credentials. If you are logged out, you will have to log back in.



03

Navigating the CXC IT Tool



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Navigating the CXC IT Tool

Once in the CXC IT Tool landing page, on the left-hand side of your screen, you can find your menu. From here you can navigate to several pages:

- Dashboard
- Exchanges overview
- Repository
- Back to ECCP

On the top-right corner, you will see your own user name. Next to it, there is a button that will log you out of the CXC IT Tool.

Dashboard/welcome page

If you are logging in for the first time, this is what your dashboard will look like:

The screenshot shows the CXC IT Tool dashboard. On the left is a navigation menu with the following items: Dashboard, Exchanges, Repository, and Back to ECCP. The top right corner displays the user profile 'Profile administrator clusterOrganisation test 2' and a 'Logout' button. The main content area contains a welcome message: 'Welcome to the ClusterXChange IT Tool, Profile administrator clusterOrganisation test 2'. Below this is a section titled 'Your exchanges will appear here once started.' and a 'Steps to using the ClusterXChange IT Tool' section. The steps are: 1. Account approved (with a green checkmark icon), 2. Build an exchange (with a grey checkmark icon), and 3. Complete a report (with a grey checkmark icon).

If you have already created exchanges, these will appear on your dashboard/welcome screen.

The screenshot displays the ClusterXChange IT Tool dashboard for a profile administrator. The interface includes a navigation menu on the left with options for Dashboard, Exchanges, Repository, and Back to ECCP. The main content area features a welcome message and three exchange cards. Each card provides details on the host and visiting organizations, the year (2022), and a 'Ready for Validation' status button.

Uchenna Exchange
 Host Organisation: European Lighting Cluster Alliance
 Visiting Organisation(s): CICAT: Lighting Cluster
 Call: 2022
 Status: Ready for Validation

Uchenna Group Exchange
 Host Organisation: MSE Hungarian Sport and Lifestyle Development ClusterCo.
 Visiting Organisation(s): European Platform for Sport Innovation Cluster Digital Catalunya
 Call: 2022
 Status: Ready for Validation

Brussels exchange - 22/09/2022
 Host Organisation:
 Visiting Organisation(s)
 Call: 2022

test
 Host Organisation:
 Visiting Organisation(s)
 Call: 2022

Exchange overview

On this page, you can find an overview of all the exchanges your organisation is involved in. You can view the details of any exchange by simply clicking on the title of the exchange. On the exchange detail page, you can find a summary of your exchange and the documents that are already uploaded. Exchanges that have not been submitted for validation, will have an edit button available. Clicking on this button will bring you to the exchange creation flow, where you can pick up where you left of last time.

The screenshot displays the 'Your exchanges' dashboard. On the left, there is a navigation menu with options: Dashboard, Exchanges, Repository, and Back to ECCP. The main content area is titled 'Your exchanges' and includes a sub-section 'Single exchanges'. A button 'Add a new exchange' is located in the top right corner. The dashboard lists four exchange cards:

- Uchenna Exchange:** Host Organisation: European Lighting Cluster Alliance; Visiting Organisation(s): CICAT: Lighting Cluster; Call: 2022; Status: Ready for Validation.
- Brussels exchange - 22/09/2022:** Host Organisation: (blank); Visiting Organisation(s): (blank); Call: 2022; Status: Draft; Edit button available.
- test:** Host Organisation: (blank); Visiting Organisation(s): (blank); Call: 2022; Status: Draft.
- Lump Sum Exchange:** Host Organisation: France Water Team; Visiting Organisation(s): Mazovia Cluster ICT; Call: 2022; Status: Draft.

Repository

When you click on the “Repository” option in the menu, you will access the Repository. There, you will find all CXC relevant documents and files: Templates, CXC Trainings and Webinar documents and Promotional Materials. This section will be updated constantly, updating the documents on demand.



04

Creating the Exchange



Strengthening the European economy through collaboration

Creating the Exchange

In the “Exchanges” section, you will find the option to “Add a New Exchange”.

The screenshot shows the CXC XCHANGE dashboard. On the left, the navigation menu includes 'Dashboard', 'Exchanges' (highlighted with a red circle), 'Repository', and 'Back to ECCP'. The main content area is titled 'Your exchanges' and features a blue button 'Add a new exchange' with an orange arrow pointing to it. Below this, there are four exchange cards:

- Uchenna Exchange**: Host Organisation: European Lighting Cluster Alliance; Visiting Organisation(s): CICAT: Lighting Cluster; Call: 2022; Status: Ready for Validation.
- Brussels exchange - 22/09/2022**: Host Organisation: (blank); Visiting Organisation(s): (blank); Call: 2022; Status: Draft.
- test**: Host Organisation: (blank); Visiting Organisation(s): (blank); Call: 2022; Status: Draft.
- Lump Sum Exchange**: Host Organisation: France Water Team; Visiting Organisation(s): Mazovia Cluster ICT; Call: 2022; Status: Draft.

There, you will be given the choice for a Single or a Group exchange.

The screenshot shows the 'Encode an exchange' section of the CXC XCHANGE dashboard. The question 'Is this for a group exchange?' is displayed. Below the question, there is a definition: 'A group exchange is the bundle of multiple exchanges, arranged between one HO and multiple VOs to take place at the same time. All the participants of such an exchange are expected to prepare individual Commitments to Quality (containing the same exchange planning) signed by each VO, HO and responsible Partnership.' At the bottom, there are two buttons: 'Yes' and 'No'.

Define a name for your exchange: We advise to use easily identifiable terms such as, location and date of the exchange or names of the organisations involved. Best is to keep it short and simple. Once you have created an exchange name, your exchange will be saved as a draft and you can return to it in a later phase.

The screenshot shows the 'Encode an exchange' interface. On the left is a navigation menu with 'Dashboard', 'Exchanges', 'Repository', 'Statistics', and 'Back to ECCP'. The main content area is titled 'Encode an exchange' and 'Create a single exchange'. Below this, there is a form with a single input field labeled 'Exchange name' containing the text 'CXC SO Test- Brussels September 2022'. At the bottom of the form are two buttons: 'Previous' and 'Next'.

Step 1: information related to the visiting organisation. You will only be able to add organisations and Partnerships to the exchange if they have a **published profile** on ECCP. If you are creating a group exchange, you will be asked to add at least 2 VO's for which you need to fill in the same information for each one.

The screenshot shows the 'Step 1: Visiting Organisation (VO) details' form. At the top, there is a progress bar with six steps: 'Step 1: Visiting Organisation (VO) details', 'Step 2: Host Organisation (HO) details', 'Step 3: Exchange details', 'Step 4: CTQ', 'Step 5: Financial agreement', and 'Step 6: Upload signed documents'. The current step is highlighted. Below the progress bar, the form is titled 'Visiting Organisation (VO) information'. It contains several input fields: 'Legal name of the VO' (with a placeholder 'Type a profile name'), 'Address of the VO' (with 'Address line 1' and 'Address line 2 (Optional)' fields), 'Postcode' and 'City' fields, and a 'Country' dropdown menu with the placeholder 'Select country'. The 'Organisation type' field is partially visible at the bottom. The user's name 'mariamidongarcia' and 'Logout' link are in the top right corner.

Important! If your organisation is located in an Outermost Region of the EU or an Overseas Country/Territory, please indicate it by selecting this from the country list.

Please note that, in order to move on with the next steps of the exchange, you must select the box “The Visiting Organisation (VO) has not previously participated as the VO in under the same call”. This information will be checked by the CXC SO. Additionally, you must check if any VO benefits from the COS-CLUSTER-2020-3-03 or the COS-CLUSTER-2018-03-2 Grants.

Participating person has a disability ⓘ
 The visiting Organisation (VO) is a beneficiary of COS-CLUSTER-2020-3-03 and COS-CLUSTER-2018-03-02.
 The Visiting Organisation (VO) has not previously participated as the VO under the same call.

Is this a single exchange? If not, [change to group exchange](#).

[Previous](#)
[Save as draft](#)
[Next](#)

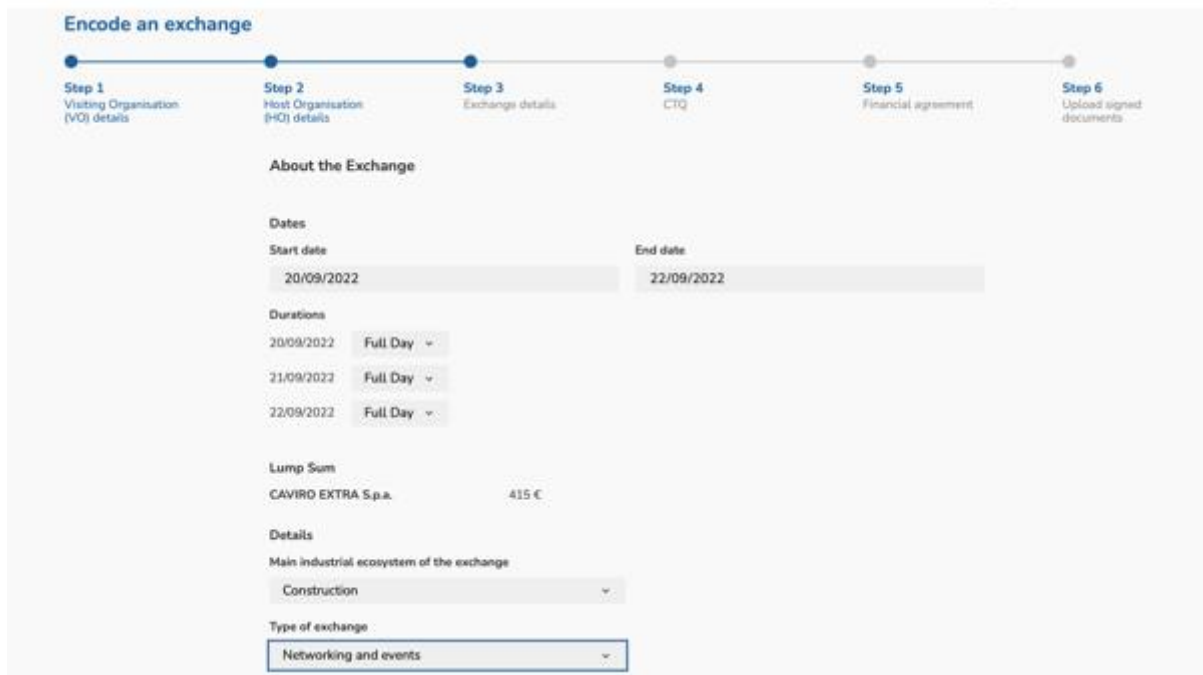
Step 2: information related to the Host Organisation. Fill out the information about the HO and click on “Next” at the bottom right of the page.

The screenshot shows the 'Encode an exchange' process in the XCHANGE system. The interface includes a navigation menu on the left with options: Dashboard, Exchanges, Repository, Statistics, and Back to ECCP. The main content area displays a progress bar with six steps: Step 1 (Visiting Organisation (VO) details), Step 2 (Host Organisation (HO) details), Step 3 (Exchange details), Step 4 (CTQ), Step 5 (Financial agreement), and Step 6 (Upload signed documents). Step 2 is currently active. Below the progress bar, the 'Host Organisation (HO) information' section contains the following fields:

- Legal name of the HO:** A text input field with the placeholder 'Type a profile name'.
- Address of the HO:** Three text input fields for 'Address line 1', 'Address line 2 (Optional)', and 'Postcode'.
- City:** A text input field.
- Country:** A dropdown menu with the placeholder 'Select country'.
- Organisation type ⓘ:** A dropdown menu with the placeholder 'Select organisation type'.

In the top right corner, the user's name 'mariamidongarcia' and a 'Logout' link are visible.

Step 3: information related to the exchange. Select the start & end date of the exchange on the respective calendars. Once the duration of the exchange has been set, the lump sum will appear, if applicable. Once the information is filled and checked, click on “Next” at the bottom right of the page.



Encode an exchange

Step 1 Visiting Organisation (VO) details | Step 2 Host Organisation (HO) details | **Step 3 Exchange details** | Step 4 CTQ | Step 5 Financial agreement | Step 6 Upload signed documents

About the Exchange

Dates
 Start date: 20/09/2022 | End date: 22/09/2022

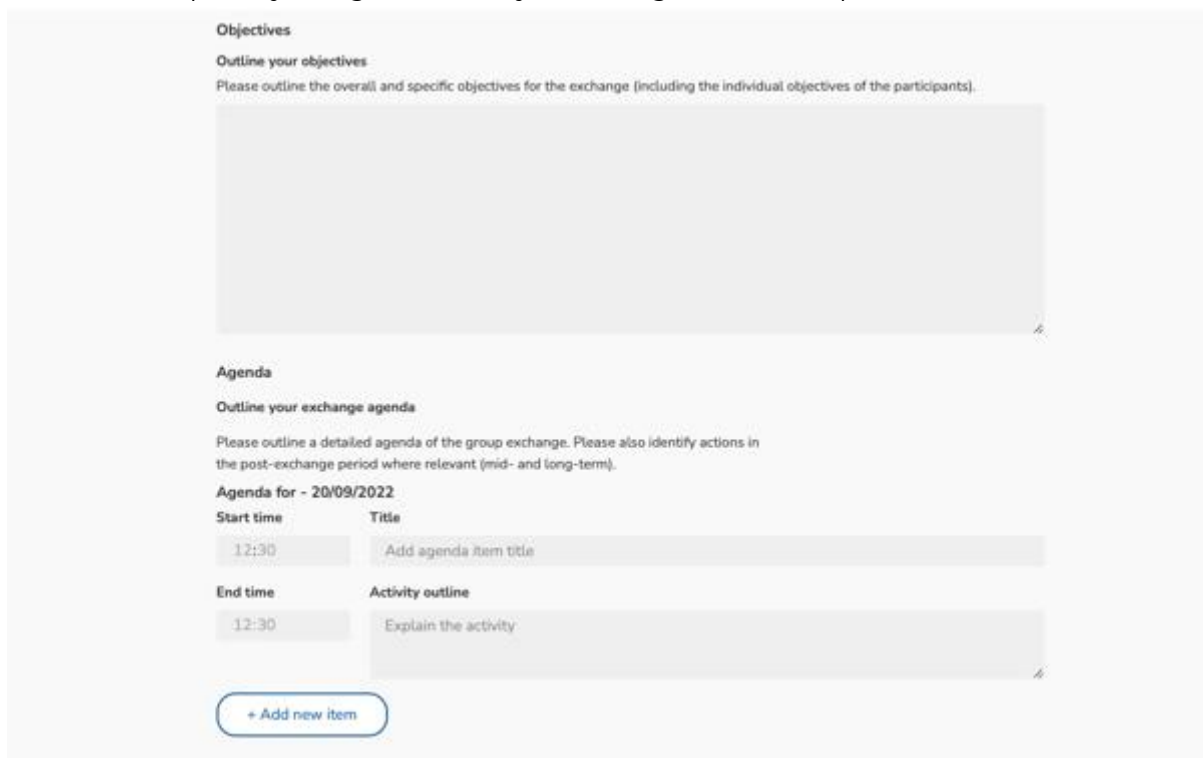
Durations
 20/09/2022: Full Day
 21/09/2022: Full Day
 22/09/2022: Full Day

Lump Sum
 CAVIRO EXTRA S.p.a. 415 €

Details
 Main industrial ecosystem of the exchange: Construction
 Type of exchange: Networking and events

Step 4: Your final Commitment to Quality (CTQ) Report.

1. You have NOT completed your CtQ Report: You will have the chance to create the CtQ report by filling out the Objectives, Agenda, and Expected Outcomes.



Objectives
 Outline your objectives
 Please outline the overall and specific objectives for the exchange (including the individual objectives of the participants).

Agenda
 Outline your exchange agenda
 Please outline a detailed agenda of the group exchange. Please also identify actions in the post-exchange period where relevant (mid- and long-term).

Agenda for - 20/09/2022

Start time	Title
12:30	Add agenda item title
End time	Activity outline
12:30	Explain the activity

+ Add new item

Once created, an unsigned CtQ Report in PDF format will be created, and you will have the option to either download it, or have it sent to any relevant email addresses. You have to select one of these two options if you want to move on to the next step.

The screenshot displays a progress bar at the top with six steps: Step 1 (Visiting Organisation (VO) details), Step 2 (Host Organisation (HO) details), Step 3 (Exchange details), Step 4 (CTQ), Step 5 (Financial agreement), and Step 6 (Upload signed documents). Step 4 is currently active. Below the progress bar, a green checkmark icon is followed by the text "Success! CTQ has been created". Below this, a message states: "You can download your completed CTQ or send directly to the organisations that need to approve and sign." There are two options: "unsigned.pdf" with a "Download copy" button, and "Email addresses" with a text input field containing "clusterexchange@clustercollaboration.eu" and a "Send CTQ" button. At the bottom, there are "Previous" and "Next" navigation buttons.

Once the report has been signed by all parties, you will be able to upload it into the CXC IT Tool on Step 6.

2. You already have a signed CtQ Report: You will be able to upload the signed version of the CtQ Report directly onto the CXC IT Tool on Step 6.

Good to know: How to sign CXC Documents. The Commitment to Quality and Financial Agreement can contain handwritten and/or electronic signatures. The following rules apply to the signature of these documents.

The documents containing only electronic signatures:

Only the qualified electronic signature (QES) within the meaning of Regulation (EU) No 910/2014 (eIDAS Regulation) is accepted. Documents signed with a QES benefit from the highest level of security and legal certainty under the eIDAS Regulation. A qualified electronic signature is an advanced electronic signature which is additionally: created by a qualified signature creation device (QSCD); and is based on a qualified certificate for electronic signatures.

How to create a Qualified electronic signature?

1. Obtain a digital certificate from a Trust Service Provider (TSP)
<https://webgate.ec.europa.eu/tl-browser/#/> can be consulted to find trusted providers of qualified certificates and the private key related to the certificate which will be usually stored by providers on a 'qualified electronic signature creation device' (QSCD). To make sure that the QES used is compliant to eIDAS Regulation, the Partnerships need to check that both the service provider and the qualified certificate generation service used are included in the EU Trusted List Browser.
2. Using [Trusted List Browser](#), go to "Search by Type of service" (top left of the screen). Select "Qualified certificate for electronic signature" and click "Next". Then, select any country you may find appropriate and click "Search". You will then see the list with all available Trusted Providers in your country which you can contact.
3. An electronic signature is issued for a physical person associated with a business and the provider may ask you to provide evidence for this during the process. Once you have a qualified certificate for electronic signature, you will be able to sign documents. It is recommended that Partnerships check the signatures and the validity of their certificate with the following tool:
 The DSS Demonstration validation tool available at <https://ec.europa.eu/cefdigital/DSS/webapp-demo/validation> can help check the validity of a certificate by indicating the number and type of valid signatures in a document. Please note that TSPs might offer their own step-by-step process for signing digitally.
4. More background information can be found here:
<https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/eSignature>
 If you have a specific question you can also contact the [CEF Digital Help Desk](#).

If all electronic signatures are valid, then the signed document is valid too.

The documents containing only hand-written (BLUE INK) signatures:

The document must be signed in BLUE INK in original, which is a hand-written signature, and should be sent to the Partnerships that is collecting it. In this case, an advanced scanned pdf copy is sufficient to initiate the exchange, but it does not replace, in any way, the original for auditing purposes.

The document contains both electronic and paper (blue ink) signatures(hybrid):

This is possible but please bear in mind the signing processes above. In this case, the document must be signed first by hand by all parties who are signing this way, and then electronically by those who will sign it this way.

Step 5: Your Financial Agreement (FA). This step will be omitted in the case of a single exchange where the VO benefits from the COS-CLUSTER-2020-3-03 or the COS-CLUSTER-2018-03-2 Grants. In the case of a group exchange where any VO does not benefit from these grants, the FA step will be necessary.

1. You do NOT have a signed Financial Agreement: You will be able to create it in the CXC IT Tool by filling out all necessary information. Identically to the CtQ Report, you will have the option to download it or have it sent via email. Once the document has been signed by the VO and VOP, you will be able to upload it on the CXC IT Tool on Step 6.
2. You already have a signed Financial Agreement: You will be able to upload it into the CXC IT Tool on Step 6.

Step 6: Upload signed documents. You can upload the signed CTQ & Financial agreement in their respective upload sections. If you are creating a group exchange, you will have to upload a signed CtQ report for each VO, and Financial Agreement for each VO that is entitled to a lump sum. Once all documents are uploaded, you can submit your exchange for validation.

The screenshot shows the CXC IT Tool interface for uploading signed documents. On the left, there is a sidebar with navigation options: Dashboard, Exchanges (checked), Repository, Statistics, and Back to ECOMP. The main content area is divided into two sections:

- Upload your signed Commitment to Quality (CTQ):** This section includes the instruction: "You can upload a signed copy of your CTQs here. A CTQ must be provided for all Visiting Organisations. We accept a scanned or digital signatures. [Find out more about how to sign](#)". Below this is a file upload area with the text "Drag and drop your file(s) here, or click to select the file(s)", "Accepted files: .pdf", and a "Browse" button.
- Upload your signed Financial agreement:** This section includes the instruction: "You can upload a signed copy of your Financial agreement here. It must be signed by all parties. We accept a scanned or digital signatures. [Find out more about how to sign](#)". Below this is a file upload area with the text "Drag and drop your file(s) here, or click to select the file(s)", "Accepted files: .pdf", and a "Browse" button.

At the bottom of the main content area, there are "Previous" and "Submit" buttons.

IMPORTANT! Once the exchange has been submitted for validation, the CXC Support Office will evaluate the quality of the documents, namely the CtQ Report. Please note that, if the CtQ does not meet the CXC standards (at least 3 consecutive days, clear and concise objectives, agenda and expected outcomes), the CXC SO can choose to reject the exchange, and request that changes are made. In this case, you will need to proceed with the signature process again. Therefore, make sure that all documents are up to standard before submitting them for validation. If you need any guidance, do not hesitate to contact the CXC Support Office at clusterexchange@clustercollaboration.eu

Exchange Validation. In order to be able to submit the exchange for validation, all mandatory fields of the exchange must be filled in, and all relevant documents must be signed. Once submitted, the CXC Support Office will receive an automatic notification to assess your exchange and validate or send it back to “Draft”. Once the CXC Support Office has validated your exchange, no more action is required from your side until the exchange has taken place.

Good to know:

- Your exchange will be saved after every step. For example, this means you can create your exchange and the necessary documents at one moment and upload the signed documents at a later time without having to refill any information.
- Exchanges that remain in draft, will be saved for a total of 8 weeks. After that they will be removed and you will have to create a new exchange.
- **All profile administrators of the organisations involved in the exchange will have access to the exchange.**



05

Providing the Exchange Feedback



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Providing the Exchange Feedback

Once your exchange has taken place, you will be asked to upload the final activity report for each organisation that took part in the exchange. If you go to your exchange detail page the button 'Upload activity report' will be visible.

Exchange EG546TA2 Archive exchange

Host organisation	
Name of Organisation:	ELCA, RETE DI IMPRESE LUCE IN VENETO, VETRIART SNC, SRU SRL, FERROLUCE SRL
Vistor organisation	
Name of Organisation:	ELCA, RETE DI IMPRESE LUCE IN VENETO, VETRIART SNC, SRU SRL, FERROLUCE SRL
About the Exchange	
Type of the group exchange:	Market Research Networking Events
Duration of exchange	3 Working days 26-27-28 January 2022
Planned start date	26-01-2022
Planned end date	28-01-2022
Host Country	Portugal

Summary	
Status:	Approved
Action required:	Activity report
Actions:	Upload activity report
Documents:	financial-agreement.docx 50kb 10 June 2020 CTQ.docx 50kb 10 June 2020

Clicking on this button will bring you to the page where you can:

1. Download the templates for the final activity report: If you do not have the completed FARs, you can download the templates here and fill them up.
2. Upload the filled in final activity report: If you have already filled the FARs, or have filled them up as per the previous step, you can upload them here.

Final Activity Report

Please complete the final activity report and provide feedback on the exchange.

Final activity report templates

You can download a template to send to organisations involved in the exchange. They should complete them so they can be uploaded.

FAR_HQ.docx [Download copy](#)

FAR_HQ.docx [Download copy](#)

Upload

Please complete the final activity report and provide feedback on the exchange.

HO Final Activity Report

Name of Organisation: Cluster/Organisation test 3

Status: Pending

Upload your HO Final Activity Report

Drag and drop your file(s) here, or click to select the file(s)

Accepted files: .pdf

[Browse](#)

[Upload](#)

VO Final Activity Report

Name of Organisation: TO BE FETCH FROM DATA

Status: Pending

Upload your VO Final Activity Report

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Once the FARs for each VO have been uploaded, the exchange will be considered complete.

06

Annexes



Strengthening the European economy through collaboration

Annex 1- Maximum Lump Sums paid to the VOs

This list is fixed during the implementation of the projects selected under the European Cluster Excellence programme call for proposals (COS-CLUSTER-2018-03- 02 and COS-CLUSTER-2020-3-03).

Monthly Financial Assistance (Lump Sum) paid by the VOP to the VOs	
	Amount per month (in euro)
Albania	530
Armenia	610
Austria	900
Belgium	830
Bosnia and Herzegovina	560
Bulgaria	560
Croatia	720
Cyprus	780
Czechia	610
Denmark	1100
Germany	830
Estonia	670
Finland	950
North Macedonia	560
France	900
Greece	780
Hungary	670
Iceland	1000
Italy	900
Kosovo	560
Latvia	610
Lithuania	560
Luxembourg	830
Malta	720
Moldova	530
Montenegro	560
Netherlands	830
Poland	610
Portugal	780
Romania	560
Serbia	560
Slovakia	610
Slovenia	720
Spain	830
Sweden	950
Turkey	750
Ukraine	530
Visiting organisations from/to: Outermost Regions of the EU (referred to in Article 349 TFEU)and Overseas Countries and Territories (referred to in Article 198 TFEU)	1100
Visitors with disabilities (regardless of the country of stay)	1100

Annex 2 – List of COSME countries

Albania	Lithuania
Armenia	Luxembourg
Austria	Malta
Belgium	Moldova
Bosnia and Herzegovina	Montenegro
Bulgaria	Netherlands
Croatia	Poland
Cyprus	Portugal
Czechia	Romania
Denmark	Serbia
Germany	Slovakia
Estonia	Slovenia
Finland	Spain
North Macedonia	Sweden
France	Turkey
Greece	Ukraine
Hungary	Outermost Regions of the EU (referred to in Article 349 TFEU) ³⁴
Iceland	Overseas Countries and Territories (referred to in Article 198 TFEU) ³⁵
Ireland	
Italy	
Kosovo	
Latvia	

Annex 3 – Template of the Commitment to Quality

Details of the Visiting Organisation

Name of the representative participating in the exchange:	
Name of the organisation:	
Name of the Cluster Organisation of which the organisation is a member (if applicable):	
Contact details:	
VOP ² :	

Details of the Host Organisation

Name of the representative participating in the exchange:	
Name of the organisation:	
Name of the Cluster Organisation the organisation is a member of (if applicable):	
Contact details:	
HOP ³ :	

Summary of the proposed exchange

Type of the exchange:	<input type="checkbox"/> Capacity building <input type="checkbox"/> Research, development and innovation <input type="checkbox"/> Networking and Events <input type="checkbox"/> Mentoring <input type="checkbox"/> Market research <input type="checkbox"/> Other: Click or tap here to enter text.
Duration of the exchange (in working days):	
Planned start date:	

² European Strategic Cluster Partnership for Excellence in charge of the Visiting Organisation

³ European Strategic Cluster Partnership for Excellence in charge of the Host Organisation

Planned end date:	
-------------------	--

Objectives

Please outline the overall and specific objectives for the exchange (including the individual objectives of the participants) and the related indicators. Please be as specific as possible.

--

Action plan and agenda

Please outline the detailed action plan (implementation steps) and agenda of the exchange. The action plan should detail the tasks and responsibilities of each of the participants. Please also identify actions in the post-exchange period **where relevant** (mid- and long-term).

--

Expected outcomes

Please identify the tangible and intangible expected outcomes of the exchange (e.g. skill development in specific areas, collaboration agreements, new business contacts, etc.) for each of the participants. Please be as specific as possible and refer to the indicators listed under “objectives”.

--

Commitment by the parties

By signing this document, the Visiting Organisation, Host Organisation and their Partnership confirm that they will abide by the principles of the commitments below.

The Visiting Organisation agrees to:

- Comply with the rules and regulations the Host Organisation is subject to.
- Respect the Host Organisation's rules (house rules, code of conduct, confidentiality rules, etc.).
- Comply with all arrangements set for the stay in order to achieve the stated objectives. In particular, execute the agreed activity plan within the set timeframe.
- Keep the Host Organisation and the Partnership informed of any circumstances that may affect the implementation of the exchange.
- Seek solutions for any problems/conflicts jointly with the Host Organisation.
- Submit a report in the specified format within 7 days after the completion of the exchange.
- Be available to provide information on the exchange for the collection of success stories by the Partnership.
- Keep the content of this Commitment to Quality confidential.

The Host Organisation agrees to:

- Provide full information about the rules and regulations to which the Visiting Organisation has to comply during the visit
- Comply with all arrangements set for the visit in order to achieve the stated objectives. In particular, execute the agreed activity plan within the set timeframe and related tasks/responsibilities.
- Ensure that appropriate equipment, tools, support and facilities are available for the exchange.
- Provide local assistance to the Visiting Organisation during the exchange.
- Keep the Visiting Organisation and the Partnership informed of any circumstances that may affect the implementation of the exchange.
- Seek solutions for any problems/conflicts jointly with the Visiting Organisation.

- Submit a report in the specified format within 7 days after the completion of the exchange.
- Be available to provide information on the exchange for the collection of success stories by the Partnership.
- Keep the content of this s Commitment to Quality confidential.

The Partnership of the Visiting Organisation agrees to:

- Provide the Visiting Organisation with an information kit including relevant ClusterXchange scheme and financial rules and procedures, practical information related to the stay, as well as any relevant market information related to the host country / region.
- Be available to answer the questions of the Visiting Organisation concerning the exchange.
- Support the Visiting Organisation if any problems arise during the exchange implementation.
- Monitor the progress of the implementation of the exchange.
- Keep the content of this Commitment to Quality confidential.

The Partnership of the Host Organisation agrees to:

- Keep the Host Organisation informed about the ClusterXchange rules and procedures.
- Be available to answer the questions of the Host Organisation concerning the exchange.
- Support the Host Organisation if any problems arise during the exchange implementation.
- Monitor the progress of the implementation of the exchange.
- Keep the content of this Commitment to Quality confidential.

The Visiting Organisation:

I agree with the exchange and applicable commitments in this document.

Name and Signature of the authorised representative(s) of the VO, Date:

The Host Organisation:

I agree with the exchange and applicable commitments in this document.

Name and Signature of the authorised representative(s) of the HO, Date:

The Partnership of the Visiting Organisation:

I agree with the exchange and applicable commitments in this document.

Name and Signature of the authorised representative(s) of the VO's Partnership, Date:

The Partnership of the Host Organisation:

I agree with the exchange and applicable commitments in this document.

Name and Signature of the authorised representative(s) of the HO's Partnership, Date:

Annex 4 – Template of the Financial Agreement

the Visiting Organisation's European Cluster Partnership | Excellence:

1. Partnership's name:
2. Organisation's name:
3. Name of the authorised representative:
4. Organisation's address:
5. Phone:
6. Email:

as first party, hereinafter referred to as "VOP",

AND

the Visiting Organisation:

1. Organisation's name:
2. Name of the authorised representative:
3. Organisation's address:
4. Phone:
5. Email:

as second party, hereinafter referred to as "VO".

Context

The European Cluster Partnerships | Excellence (Partnerships) are supported by funding from the COSME programme to facilitate cross-cluster networking and learning aiming at the professionalisation of specialised and customised business support services to small and medium-sized enterprises (SMEs).

ClusterXchange, implemented by the Partnerships, is a new pilot scheme for short-term exchanges to facilitate transnational cooperation, peer learning, networking and innovation uptake between actors of different industrial clusters in Europe.

The purpose of this agreement is to set the conditions for the provision of financial assistance by the VOP to the VO to cover some of the expenses of its participation in an exchange within the framework of ClusterXchange at the Host Organisation (HO) (include here the name and address of the Host Organisation).

The VOP and the VO agree on the following terms and conditions for the provision of the financial assistance.

Article 1 – Duration and place

- 1.1. This agreement shall enter into force on the date when the last of the two parties signs it.⁴
- 1.2. The dates of the exchange, excluding travel time, will be from [...] to [...]. The exchange will have a total duration of [...] working days. The working day must be in line with the usual practices of the HO.
- 1.3. The exchange will take place in [city, country]
- 1.4. The exchange must be completed within the eligibility period of the VOP's grant agreement concluded with the European Innovation Council and Small and Medium-sized Enterprises Executive Agency (EISMEA) in the framework of the European Cluster Excellence programme.
- 1.5. The VO is obliged to inform without any delay the VOP in case of events or developments that might have any impact on the exchange.

Article 2 – Financial assistance

- 2.1. The VOP undertakes to pay to the VO the financial assistance as a lump sum of € [...] in one payment within 10 days after the completion of the exchange upon the submission of the relevant closing report of the exchange by the VO and its respective validation by the VOP, and the receipt of relevant evidence from the VO that the exchange has taken place (e.g., boarding passes, travel and accommodation invoices).
- 2.2. The financial assistance corresponds to (please choose from the following options and delete the instructions) [100% OR half] of the available total lump sum defined for the HO country and was calculated based on the following criteria: duration of the exchange (please choose from the following options and delete the instructions) [>5 working days OR ≤5 working days] and the distance between the VO and HO (please choose from the following options and delete the instructions) [≥200 km OR <200 km]. Please replace the former criteria and justify, in case the financial assistance was calculated based on the VO's disability with special needs that require the payment of the full amount of the lump sum or if the VO is coming from or going to outermost regions of the European Union or overseas territories (in which case the full amount of the lump sum is applicable).
- 2.3. The financial assistance provided by the VOP to the VO shall cover some of the expenses of its participation in the exchange, such as elements of travel, accommodation and subsistence linked with travel and stay abroad.
- 2.4. No additional financial assistance other than the one defined under Article 2.1 is available under this financial agreement (e.g., including financial assistance for the case of accident or illness).
- 2.5. In case of early termination of the exchange (before the completion of the planned duration), the financial support shall be modified according to the provisions of Article 3.

⁴ It is recommended that the VOP signs last.

Article 3 – Early completion of the exchange

- 3.1. The VO shall stay the full duration of the exchange as indicated in Article 1.2.
- 3.2. Leaving the HO´s location before the final date of the exchange shall be considered a breach of the ClusterXchange rules, and consequently of the present agreement. In such a case, the exchange shall be considered unsuccessful and no financial assistance shall be paid by the VOP to the VO. Any payment made by the VOP to the VO under this agreement in such a case shall be reimbursed by the VO to the VOP within 15 working days of receiving a request to do so.
- 3.3. Exceptions to considering an early completion as an unsuccessful exchange include the following circumstances:
 - 3.3.1. The VO has a prior agreement from the VOP to leave the HO´s city/country before the completion of the full duration of the exchange.
 - 3.3.2. The VO and HO mutually agree that the exchange can be shorter than initially agreed. In such a case, a justification shall be provided to the VOP that the exchange was nevertheless successful. The justification shall clarify the reasons for the early termination of the exchange and identify why it was nevertheless a success. This justification shall be part of the closing reports of the exchange submitted by the VO and the HO. In such a case, the exchange is considered successful, even if it had a shorter duration than the minimum required by the ClusterXchange (three working days).
- 3.4. In the circumstances as described in Article 3.3, the VO is entitled to the financial assistance (full, if the actual exchange has the duration of five working days or longer; half, if the actual exchange has a shorter duration than five days working days).
- 3.5. The payment conditions in Article 3.4 do not apply to the cases in which the amount of the financial assistance was calculated based on disability with special needs that require the payment of the full amount, nor to the cases in which the VO is coming from or going to outermost regions of the European Union or overseas territories. In these circumstances, the financial assistance remains at the full amount.

Article 4 – Failed exchange

- 4.1. The exchange shall be regarded as failed in case either the VO or the HO did not fulfil the commitments agreed in the agreement signed for the exchange “Commitment to Quality”.
- 4.2. In the case that the VO remains with the HO for the full duration of the exchange or only identifies issues with the exchange after some time of its completion, and not when they occurred, the exchange shall not be considered to have failed.
- 4.3. If the failure is caused by the HO and its non-completion of its obligations, the VO shall be entitled to a financial assistance for the exchange under this agreement corresponding to the actual length of the stay as stipulated in Article 3.4. The exceptions to this are the cases included in Article 3.5.
- 4.4. If the exchange failed for reasons of force majeure or reasons outside the control of the VO and HO, the actual expenses incurred by the VO and supported by the

corresponding invoices shall be reimbursed by the VOP as a financial assistance, up to the limit of the full lump sum amount.

- 4.5. When responsibility for the unsuccessful relationship cannot be attributed to either the VO or HO, then the decision on reimbursement to the VO will be taken by the European Commission and EISMEA.

Article 5 – Liability

- 5.1 The VOP cannot under any circumstances or for any reason whatsoever be held liable for damage or injury sustained to the property of the VO or the HO while the stay abroad is being carried out or as a consequence of the stay abroad.
- 5.2 The VO shall assume sole liability towards third parties, including liability for damage or injury of any kind sustained by them as a result of an infringement by the VO, or as a result of violation of a third party's rights by the VO while the stay abroad is being carried out, or as a consequence of the stay abroad. The VO shall discharge the VOP of all liability arising from any claim or action brought as a result of an infringement by the VO, or as a result of violation of a third party's rights.

Article 6 – Conflict of interests

- 6.1. The VO commits to undertake all the necessary measures to prevent any risk of conflict of interests which could affect the impartial and objective execution of the agreement. Such conflict of interests could arise, for instance, as a result of economic interest, political or national affinity, family or emotional reasons, or any other shared interest.
- 6.2. Any situation constituting or likely to lead to a conflict of interests during the execution of the agreement must be brought to the attention of the VOP, in writing, without delay. The VO shall commit to undertake whatever steps are necessary to rectify this situation at once.
- 6.3. The VOP reserves the right to check that the measures taken are appropriate and may demand that the VO take additional measures, if necessary, within a certain time.

Article 7 – Confidentiality

- 7.1. The VOP and VO undertake to preserve the confidentiality of any document, information or other material directly related to the subject of this agreement that is duly categorised as confidential. The parties shall remain bound by this obligation beyond the closing date of the exchange.

Article 8 – Checks and audits

- 8.1. The VO agrees that the VOP may carry out an audit of the use made of the financial assistance, either directly by its own staff or by any other outside body authorised to do so on its behalf. Such audits may be carried out throughout the period of implementation of the agreement until the financial assistance is paid and for a period of five years from the date of payment. Where appropriate, the audit findings may lead to reimbursement from the VO to the VOP.

- 8.2. The VO undertakes to allow the VOP staff the appropriate right of access to all the information, including information in electronic format, needed in order to conduct such audits.
- 8.3. The European Court of Auditors and the European Commission shall have the same rights as the VOP, notably right of access, as regards checks and audits.

Article 9 – Bank account

- 9.1. The payment of the financial assistance shall be made to the following bank account of VO:
- Name of the bank account holder (VO's bank account):
 - Name of the Bank:
 - Address:
 - Full account number (including bank codes):
 - BIC:
 - IBAN:

Article 10 – Applicable law and competent jurisdiction

- 10.1. The financial assistance is governed by the terms of this agreement, by the applicable Community rules and, on a subsidiary basis, by the law of the VOP's country.
- 10.2. The courts having jurisdiction for matters relating to the financial agreement shall be those of the country of VOP.

Article 11 – Amendment

- 11.1. Any amendment to this agreement must be the subject of a written supplementary agreement. No oral agreement may bind the parties to this effect.
- 11.2. Extension of the exchange may be allowed up to the maximum duration (one month) without an increase in the agreed financial assistance, if all actors are in agreement (VO, HO, VOP and the Partnership of the HO (HOP)). A written validation for such an extension must be obtained before the end of the exchange and a written amendment to this agreement must be signed accordingly.

Done in two copies, one for each party

Done at [Place], [Date]

Done at [Place], [Date]

Signature of the VOP's authorised representative

Signature of the VO's authorised representative

Annex 5 – Template of the Final Activity Report for HO

Details of the Organisation

Name of the Representative participating in the exchange:	
Name of the organisation:	
Name of the Cluster Organisation the organisation is a member of (if applicable):	
Contact details:	
HOP ⁵ :	
Exchange dates:	

Your responses to this questionnaire will help us improve ClusterXchange and better adapt it to the host organisations' needs.

Please note that the questionnaire has two parts:

- 1. Part A collects your feedback about the exchange.**
- 2. Part B collects your feedback about ClusterXchange. This part is not visible to the HOP.**

Please note that none of your responses are visible to the VO(s) that participated in the exchange.

Part A. Evaluation of the exchange

1. Please shortly summarise:

- a) the activities performed during the exchange⁶

Click or tap here to enter text.

- b) Deviations from the planned activities (if any)

Click or tap here to enter text.

⁵ European Cluster Partnerships | Excellence in charge of the Host Organisation

⁶ Include the agenda from Commitment to Quality

2. Please indicate to what extent the exchange objectives defined in the Commitment to Quality were achieved.

- Fully To some extent Not sufficiently
 Not at all

Please explain briefly which objectives have been / have not been met and why:

Click or tap here to enter text.

3. Please indicate to what extent the expected outcomes defined in the Commitment to Quality for the exchange were achieved.

- Fully To some extent Not sufficiently
 Not at all

Please explain briefly which outcomes have been / have not been achieved and why. Please also indicate any additional exchange outcomes that were not expected initially:

Click or tap here to enter text.

4. Please identify how you benefitted from your participation in the exchange.

	Significantly	Moderately	Not sufficiently	Not at all
Increased the visibility of your organisation, services and products in relevant communities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shared your knowledge, experience and information in specific areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learned new skills and knowledge from your visitor(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Expanded your network of contacts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Developed new cross-border partnerships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gained knowledge on visitor(s) / foreign market(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Developed business collaboration(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (optional): Click or tap here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (optional): Click or tap here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (optional): Click or tap here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please include any comments.

Click or tap here to enter text.

5. Assessment of choice for hosting the exchange

a. How relevant were the following factors when deciding to host the exchange?

	Very relevant	Quite relevant	Moderately relevant	Irrelevant
Count(ies) of origin of the visitor(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visitor(s)´ sector(s) of activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visitor(s)´ organisation type(s) / business activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visitor(s)´ knowledge and experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Command of the language used to communicate with the visitor(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (optional) Click or tap here to enter text.

b. How well were these expectations met during your actual stay?

	Very well	well	Moderately	Not at all
Count(ies) of origin of the visitor(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visitor(s)´ sector(s) of activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visitor(s)´ organisation type(s) / business activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visitor(s)´ knowledge and experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Command of the language used to communicate with the visitor(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (optional) Click or tap here to enter text.

6. Please evaluate the duration of the exchange.

Too long Optimal Too short

7. Please indicate your satisfaction with the exchange.

Very satisfied Satisfied Not satisfied Not at all satisfied

8. Share your success story! (optional)

Click or tap here to enter text.

Part B. Evaluation of ClusterXchange**9. How well did the exchange go?****a) Did you encounter any problems during the exchange?**

Yes No

Please explain (optional) Click or tap here to enter text.

b) If yes, were you able to overcome these problems?

Totally Mostly Not really Not at all

Please explain (optional) Click or tap here to enter text.

10. Please rate the services offered to you in the framework of ClusterXchange.

	Very good	Good	Average	Poor
Promotion of ClusterXchange	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Documentation available on the website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ClusterXchange IT tool (registration)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ClusterXchange IT tool (database of searching for potential visitors)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ClusterXchange IT tool (exchange realisation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (optional) Click or tap here to enter text.

11. Please rate the support provided by your Partnership.

	Very good	Good	Average	Poor
Clarification of questions and doubts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Assistance to search for potential visitors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support to establishing the Commitment to Quality (objectives, action plan, agenda, expected outcomes)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preparatory activities organised before the exchange(administration, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support in case of difficulties with the visitor(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (optional) [Click or tap here to enter text.](#)

12. Please indicate your overall satisfaction with ClusterXchange

- Very satisfied Satisfied Not satisfied
 Not at all satisfied

If you are “not satisfied” or “not satisfied at all”, could you please provide what is the reason for it? Which difficulties did you encounter and what are your suggestions for improvement (optional)?

[Click or tap here to enter text.](#)

13. What would you suggest to improve in ClusterXchange?

	Very important	Important	Useful	Not a problem
Broader scope of ClusterXchange (objectives and types of activities covered)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More types of organisations allowed to participate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Simpler administrative procedure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial assistance to hosts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (optional) [Click or tap here to enter text.](#)

14. Please share with us any additional comments (optional).

[Click or tap here to enter text.](#)

Please note that all former exchange participants will automatically become ClusterXchange Alumni Network members. In case you would not like to participate, please opt-out below.

I would not like to become part of the ClusterXchange Alumni Network.

Thank you for your feedback!

Annex 6 – Template of the Final Activity Report for VO

Details of the Organisation

Name of the Representative participating in the exchange:	
Name of the organisation:	
Name of the Cluster Organisation the organisation is a member of (if applicable):	
Contact details:	
VOP ⁷ :	
Exchange dates:	

Your responses to this questionnaire will help us improve ClusterXchange and better adapt it to the visiting organisations' needs.

Please note that the questionnaire has two parts:

- 3. Part A collects your feedback about the exchange.**
- 4. Part B collects your feedback about ClusterXchange. This part is not visible to the VOP.**

Please note that none of your responses are visible to the organisation that hosted your exchange.

Part A. Evaluation of the exchange

1. Please shortly summarise

- b) the activities performed during the exchange⁸

Click or tap here to enter text.

- b) Deviations from the planned activities (if any)

Click or tap here to enter text.

⁷ European Cluster Partnerships | Excellence in charge of the Visiting Organisation

⁸ Include the agenda from Commitment to Quality

2. Please indicate to what extent the exchange objectives defined in the Commitment to Quality were achieved.

- Fully To some extent Not sufficiently
 Not at all

Please explain briefly which objectives have been / have not been met and why:

[Click or tap here to enter text.](#)

3. Please indicate to what extent the expected outcomes defined in the Commitment to Quality for the exchange were achieved.

- Fully To some extent Not sufficiently
 Not at all

Please explain briefly which outcomes have been / have not been achieved and why. Please also indicate any additional exchange outcomes that were not expected initially:

[Click or tap here to enter text.](#)

4. Please identify how you benefitted from your participation in the exchange.

	Significantly	Moderately	Not sufficiently	Not at all
Broadened your sector- and non-sector specific skills and knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gained insights into the operation and techniques used by your host	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Expanded your network of contacts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Developed new cross-border partnerships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Found innovative solutions to upgrade your business, products and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Created new business opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Got involved in new innovative projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gained knowledge on foreign markets and cultures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (optional): Click or tap here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (optional): Click or tap here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (optional): Click or tap here to enter text.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please include any comments.

Click or tap here to enter text.

5. Assessment of choice for the stay abroad

c. How relevant were the following factors for your and your organisation's professional development?

	Very relevant	Quite relevant	Moderately relevant	Irrelevant
Country of your stay)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Host's sector of activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Host's organisation type / business activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Host's knowledge and experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Command of the language used to communicate with the host	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (optional) Click or tap here to enter text.

d. How well were these expectations met during your actual stay?

	Very relevant	Quite relevant	Moderately relevant	Irrelevant
Country of your stay)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Host's sector of activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Host's organisation type / business activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Host's knowledge and experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Command of the language used to communicate with the host	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (optional) Click or tap here to enter text.

6. Please evaluate the duration of the stay.

Too long Optimal Too short

7. Please indicate your satisfaction with the exchange.

Very satisfied Satisfied Not satisfied Not at all satisfied

8. Share your success story! (optional)

Click or tap here to enter text.

Part B. Evaluation of ClusterXchange

9. How well did your stay go?

a) Did you encounter any problems during your stay abroad?

Yes No

Please explain (optional) [Click or tap here to enter text.](#)

b) If yes, were you able to overcome these problems?

Totally Mostly Not really Not at all

Please explain (optional) [Click or tap here to enter text.](#)

10. Please rate the services offered to you in the framework of ClusterXchange.

	Very good	Good	Average	Poor
Promotion of ClusterXchange	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Documentation available on the website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ClusterXchange IT tool (registration)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ClusterXchange IT tool (database of searching for potential hosts)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ClusterXchange IT Tool (exchange realisation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (optional) [Click or tap here to enter text.](#)

11. Please rate the support provided by your Partnership

	Very good	Good	Average	Poor
Clarification of questions and doubts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistance to search for potential hosts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Support to establishing the Commitment to Quality (objectives, action plan, agenda, expected outcomes)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preparatory activities organised before the stay (administration, logistics, pre-departure information)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (optional) [Click or tap here to enter text.](#)

12. Please rate the support provided by the Host´s Partnership during your stay.

	Very important	Important	Useful	Not a problem
Assistance at arrival (accommodation, transport, compliance with national regulations, etc...)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability / information during the stay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support in case of difficulties with the host	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (optional) [Click or tap here to enter text.](#)

13. How do you evaluate the financial assistance provided by ClusterXchange?

- Sufficient More or less enough Not sufficient

14. Please indicate your overall satisfaction with ClusterXchange.

- Very satisfied Satisfied Not satisfied
 Not at all satisfied

If you are “not satisfied” or “not satisfied at all”, could you please provide what is the reason for it? Which difficulties did you encounter and what are your suggestions for improvement (optional)?

[Click or tap here to enter text.](#)

15. What would you suggest to improve in ClusterXchange?

	Very important	Important	Useful	Not a problem
Broader scope of ClusterXchange (objectives and types of activities covered)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More types of organisations allowed to participate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Simpler administrative procedure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increased amount of financial assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (optional) [Click or tap here to enter text.](#)

16. Please share with us any additional comments (optional).

[Click or tap here to enter text.](#)

Please note that all former exchange participants will automatically become ClusterXchange Alumni Network members. In case you would not like to participate, please opt-out below.

I would not like to become part of the ClusterXchange Alumni Network.

Thank you for your feedback!