



PatENT
ENTREPRENEURSHIP FOR MIGRANTS

Guidebook: Activity Manual for PatENT Educational Hubs



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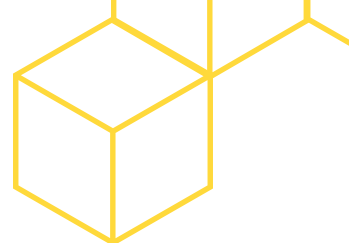
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1. INTRODUCTION

1.1 Purpose of the guidebook

This Guidebook: Activity Manual is designed as a comprehensive resource to assist facilitators and staff in managing and operating their PatENT Educational Hub effectively. Its primary purpose is to provide step-by-step guidance, standardised procedures, and practical templates that ensure consistency in the hub's activities and interactions with participants. By equipping facilitators with this Guidebook, we aim to streamline the hub's administration and enhance the overall experience for facilitator staff and our entrepreneur users.

Let us remind ourselves of our purpose. Our PatENT Educational Hubs are committed to supporting migrant entrepreneurs in developing their business acumen and navigating the complexities of starting and growing a business in a new environment. Our objectives include:

- Providing educational resources tailored to the unique needs of young migrant entrepreneurs.
- Facilitating access to mentorship and networking opportunities that can propel their business ventures.
- Encouraging innovation and practical business skills through workshops and seminars.
- Fostering a supportive community that promotes long-term professional and personal growth.

1.2 How to Use this guidebook

This Guidebook' is structured to be user-friendly and easy to navigate, with each section clearly labelled and dedicated to specific operational aspects of the hub. You will benefit from

- **Templates and Checklists:** Found throughout the guidebook, these are designed for immediate practical use in organising and executing hub activities.
- **Guidelines for Facilitators:** These sections provide detailed instructions on how to approach various hub tasks and events, ensuring all activities align with our mission and objectives.
- **Resource Management:** Offers guidance on how to effectively use and maintain hub resources and facilities.
- **Evaluation Forms:** Included to help assess the effectiveness of PatENT Educational Hub activities, programmes and events, facilitating continuous improvement.

Whether you are planning an event, conducting a mentoring session, or evaluating the success of a workshop, this guidebook should be your first point of reference to ensure best practices are followed.

Facilitators are encouraged to

- familiarize themselves with the Guidebook's contents
- refer to it regularly to ensure that hub operations run smoothly and effectively.

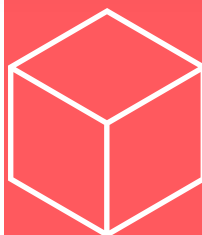
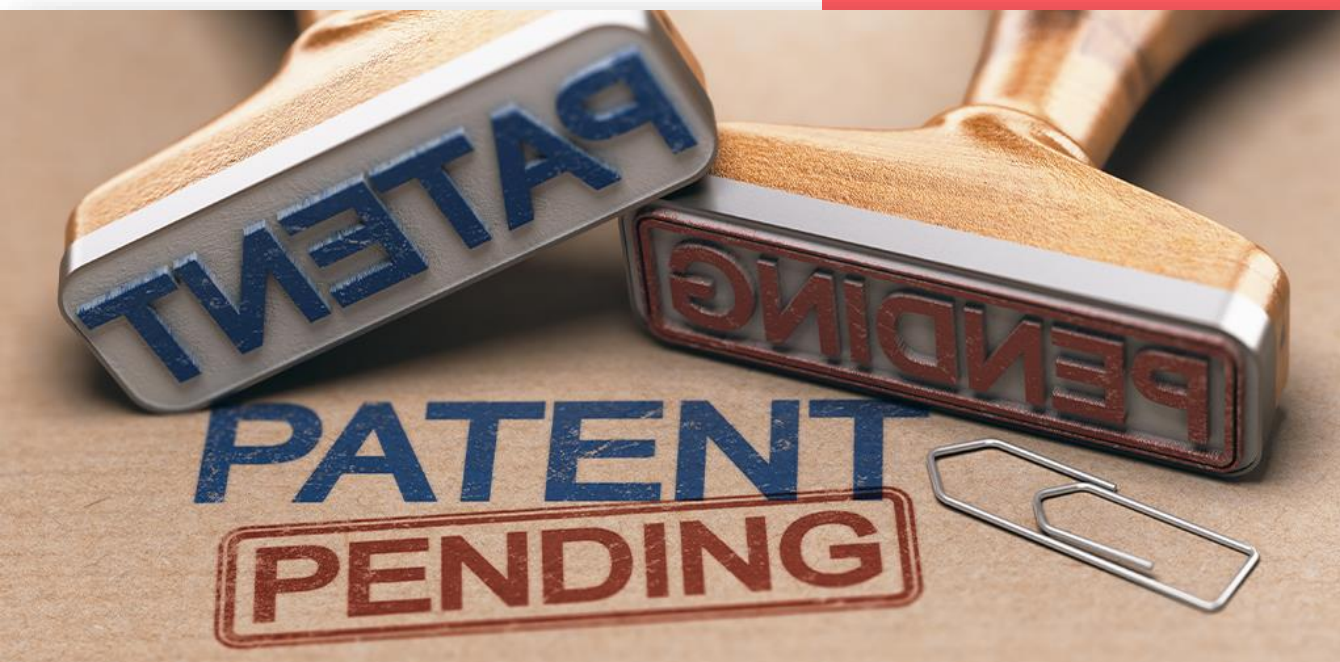




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2. PatENT Hub Meeting and Event Management Templates



2.1 Orientation Day Template for PatENT Educational Hub

Orientation is key to success. This template is designed to be adaptable to different needs and scales of Orientation Days. It ensures that every aspect of the event is planned and executed effectively, creating a positive first impression and setting the stage for a successful engagement with the hub's programmes.

Planning Task	Responsible Person	Deadline	Status (Done/In Progress/Not Started)
Venue booking		DD/MM/YYYY	
Preparation of welcome packs		DD/MM/YYYY	
Audio/visual equipment setup		DD/MM/YYYY	
Catering arrangement		DD/MM/YYYY	
Confirmation of guest speakers		DD/MM/YYYY	
Participant registration confirmation		DD/MM/YYYY	
Staff briefing		DD/MM/YYYY	

Sample Agenda	Activity	Description	Location	Materials Needed
9:00 AM	Registration and Welcome Speech	Participants sign in and receive welcome packs. Introduction by the hub director	Lobby	Sign-in sheets, welcome packs, Speech notes
10:00 AM	Hub Overview Presentation	Presentation covering hub's mission, programs, and policies.	Main Hall	PowerPoint slides, projector
10:30 AM	Tour of Facilities	Guided tour of the hub's facilities and resources.	Throughout Hub	None
11:00 AM	Break	Coffee and networking.	Break Area	Refreshments
11:30 AM	Workshop: "Getting Started"	Interactive session on starting your entrepreneurial PatENT journey.	Workshop Room	Handouts, pens, projectors
12:30 PM	Lunch Break	Networking and refreshments.	Dining Area	Catered lunch
1:30 PM	Panel Discussion	Insights from successful entrepreneurs and mentors.	Main Hall	None
2:30 PM	Closing Remarks and Q&A. Informal Networking	Closing statement and opportunity to ask questions. Opportunity to mingle and form connections.	Main Hall	None

Post Event Tasks	Responsible Person	Deadline	Notes
Collect feedback from participants		DD/MM/YYYY	Use feedback forms
Review event recordings for improvement		DD/MM/YYYY	Review audio/video recordings
Update participant database		DD/MM/YYYY	Input new contacts, notes

2.2 PatENT Workshop Planning Template

This template is designed to assist facilitators in organising and conducting effective workshops within the PatENT Educational Hub. It provides a structured approach to planning, executing, and evaluating workshops, ensuring a beneficial and engaging learning experience for participants.

Planning Task	Responsible Person	Deadline	Status (Done/In Progress/Not Started)
Define Workshop Objectives		DD/MM/YYYY	
Develop Workshop Content		DD/MM/YYYY	
Book Room or external Venue if required		DD/MM/YYYY	
Prepare Materials and Equipment		DD/MM/YYYY	
Invite Speakers/Facilitators		DD/MM/YYYY	
Send Invitations to Participants		DD/MM/YYYY	
Prepare Participant Materials		DD/MM/YYYY	

Sample Agenda	Activity	Description	Location	Materials Needed
9:00 AM	Registration and Welcome Coffee	Greet participants and distribute materials	Lobby	Registration forms, name tags
9.30 AM	Introduction to the Workshop	Overview of the workshop's purpose and objectives.	Training Room	Projector, slide deck
10:00 AM	Session 1: [Topic Name]	Overview of the workshop's purpose and objectives.	Training Room	Handouts, AV equipment
11:00 AM	Break	Overview of the workshop's purpose and objectives.	Break Area	Refreshments
11:15 AM	Session 2: [Topic Name]	Overview of the workshop's purpose and objectives.	Training Room	Workshop materials, tools
12:30 AM	Lunch Break	Networking and refreshments	Dining Room	Catered lunch
1:30 AM	Session 3: [Topic Name]	Continuation of workshop topic or new session.	Training Room	Handouts, activity sheets
2:30 AM	Wrap-Up and Feedback Collection	Summary of key takeaways and feedback form distribution.	Training Room	Feedback forms
3:00 AM	Closing and Networking	Final networking opportunity and closing remarks.	Lobby	None

Post Event Tasks	Responsible Person	Deadline	Notes
Follow-Up Communication		DD/MM/YYYY	Thank participants and share additional resources
Review and Store Workshop Recordings		DD/MM/YYYY	Archive digital content
Update Content Based on Feedback		DD/MM/YYYY	Revise workshop materials for future sessions



2.3 Instructions and Tips for PatENT Events

These event checklists provides practical instructions and tips designed to guide facilitators in planning and executing effective and memorable events within the PatENT Educational Hub.

Pre-Event Planning Tasks	Details	Status (Done/In Progress/Not Started)
Event Objectives	Clearly define what you aim to achieve with the event.	
Budget Planning	Outline all expected expenses and align with available funds.	
Venue Selection	Choose a location that suits the event size and requirements.	
Speaker/Presenter Coordination	Confirm availability, prepare briefs, and manage logistics.	
Participant Registration	Set up a registration system to manage attendee data.	
Marketing and Promotion	Develop and execute a marketing plan to attract attendees.	
Staff and Volunteer Training	Ensure all team members understand their roles and expectations.	
Technology Setup	Arrange for necessary technical equipment and support.	
Catering Arrangements	Organise catering, being mindful of diverse requirements	

DAY OF THE EVENT CHECKLIST	
<input type="checkbox"/>	Venue is accessible and where needed we provide materials in multiple languages.
<input type="checkbox"/>	Contingency plans are made for emergencies and technical issues.
<input type="checkbox"/>	Digital surveys or feedback forms are prepared for real-time feedback.
<input type="checkbox"/>	Post-event communications such as thank-you notes and next steps communication have been planned
<input type="checkbox"/>	Sustainable event planning, we have opted for digital materials and select sustainable catering options.
<input type="checkbox"/>	An evaluation is planned to assess the event's success and identify areas for improvement.

2.4 PatENT Hub Digital and Physical Resource Inventory Template

This simple inventory template can help track and manage each PatENT hub's assets effectively, ensuring that facilitators can seamlessly organise and execute each planned event, ensuring they have the appropriate resources at hand.

Item Description	Use For Event	Quantity	Location	Condition	Last Updated	Person Responsible
Webinar Platform	Online Workshops (e.g., Business Planning, Innovation Workshop)	1	Online	Excellent	DD/MM/YY YY	
Participant Management System	Registration for all Events	1	Cloud	Good	DD/MM/YY YY	
Projector	Training Events	1/2	Lobby, Training Room	Excellent	DD/MM/YY YY	
Furniture - Chairs and Tables	All In-Person Events	50	Hub various rooms			
Audio Equipment - Microphones and Speakers	Pitch Practice, Panel Discussions		Hub training rooms	Excellent	DD/MM/YY Y	
Stationery: Notepads and Pens	Workshops, Seminars	50 sets	Storage Room	New	DD/MM/YY YY	

Usage Guide:

- **Resource Type:** Distinguishes between digital resources (software, databases) and physical resources (equipment, furniture).
- **Item Description:** Specifies what the item is, including any specific models or versions.
- **Use For Event:** Indicates which hub activities or events the resource will be used for, based on the timetable.
- **Quantity:** Lists how many units of each item are available.
- **Location:** Notes where the resource is stored or primarily used.
- **Condition:** Describes the current state of the item (e.g., new, good, fair, poor).
- **Last Updated:** The date when the item was last checked or updated.
- **Responsible Person:** The staff member responsible for managing the resource.



2.5 PatENT Educational Hub Annual Review Template

A concise annual review template it focuses on the most critical elements of the hub's annual performance annual review with a forward improvement orientated outlook.

Section 1: Overview and Achievements

Activity Type	Objectives Set	Achievements	Key Challenges
Workshops	[Brief Objective]	[Brief Outcome]	[Brief Challenges]
Seminars	[Brief Objective]	[Brief Outcome]	[Brief Challenges]
Networking Events	[Brief Objective]	[Brief Outcome]	[Brief Challenges]

Section 2: Metrics and Feedback

Metric	Target	Achieved	Notes
Total Participants	[Number]	[Number]	
Satisfaction Rate	[Percentage]	[Percentage]	Based on feedback survey

Section 3: Financial Overview

Budget Item	Planned	Actual	Variance
Total Budget	[Amount]	[Amount]	[Amount]

Section 4: Resource Utilisation

Resource	Usage Details	Efficiency Notes
Facilities	[Usage Rate]	[Efficiency Observations]
Digital Tools	[Usage Rate]	[Efficiency Observations]

Section 5: Strategic Insights

Goal	Status	Next Steps
Growth Objectives	[Achieved/Not]	[Actions for next year]
Program Quality	[Achieved/Not]	[Actions for next year]

Section 6: Recommendations and Conclusion

- Key areas for improvement and strategic actions for the PatENT Educational Hub in the coming year.
- Brief summary of anticipated challenges and focus areas.

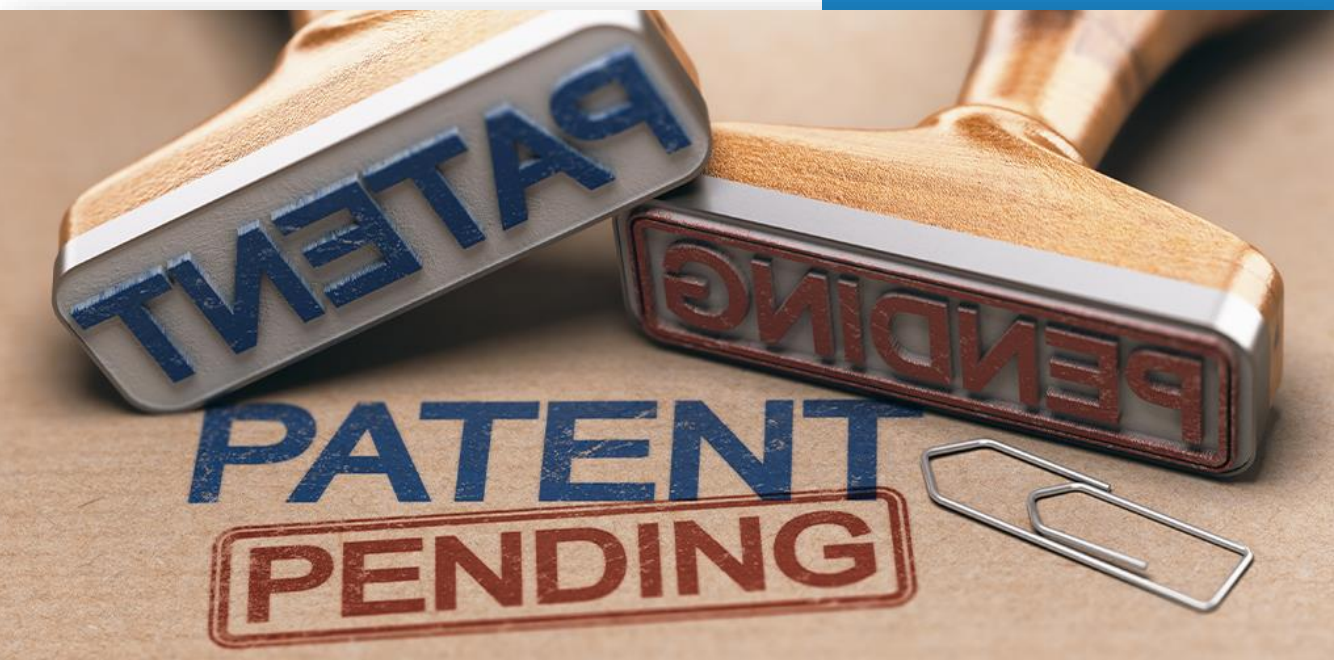




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3. PatENT Learning Programme Management



3.1 Learning Agreement Template - PatENT Educational Hub

This template serves as a basic framework for the learning agreement between the PatENT Educational Hub and its participants. It outlines the mutual commitments to ensure both the success of the program and the personal and professional growth of the participants. Adjustments can be made to fit specific needs or circumstances of the hub or the participants.

PARTICIPANT INFORMATION

Name: [Full Name]

Programme Duration: 18 Months

Start/End Date: [Start Date] to [End Date]

SUPPORT PROVIDED BY THE HUB

Educational Resources: We will provide comprehensive access to workshops, seminars, and learning materials tailored to your entrepreneurial and patenting success.

Mentorship: You will receive ongoing support from an experienced PatENT mentor who will guide you through the entrepreneurial process.

Networking Opportunities: Regular events will be organised to connect you with local business leaders and fellow young/migrant entrepreneurs.

Technical Support: Where possible access to tools and resources will be made available to aid in the development of your business ideas.

PARTICIPANT COMMITMENTS

Active Participation: You are expected to engage actively in all scheduled workshops and seminars to maximise learning outcomes.

Collaboration and Sharing: Collaborate with mentors and peers, and share your insights and experiences.

Regular Updates: Submit regular updates on your progress, challenges, and achievements to help us tailor ongoing support.

AGREEMENT TERMS

Confidentiality: Both parties agree to keep any shared proprietary information confidential.

Constructive Feedback: You are encouraged to provide constructive feedback on the hub's programmes and services to aid in continuous improvement.

Agreement Termination: Either party may terminate this agreement with a written notice 10 days in advance if commitments are not being met.

SIGNATURES

Participant Signature: _____ **Date:** _____

Hub Representative Signature: _____ **Date:** _____

3.2 PatENT Educational Hub Learner Report Template

This template is designed to help facilitators and mentors effectively track and report on the progress of learners participating in the PatENT Educational Hub programs. It focuses on capturing key aspects of each learner's development, achievements, and areas needing improvement.

LEARNER INFORMATION

Name: [Full Name]

PatENT Mentor/Coach: [Mentor's Name]

Report Date: [DD/MM/YYYY]

PERFORMANCE EVALUATION AND SKILL DEVELOPMENT

Workshops Attended:

- [List workshops and dates attended]

Skills Acquired:

- [List new skills learned]

Projects Completed:

- [Brief description of projects and outcomes]]

Strengths:

- [List notable strengths]

Areas for Improvement:

- [List areas where improvement is needed]

LEARNER'S SELF-ASSESSMENT

Self-Evaluation Comments:

- [Learner's own assessment of their progress and experiences]

Feedback on Programme:

- [Learner's feedback about the program's effectiveness and suggestions]

Short-Term Goals:

- [List goals to be achieved before the next report]

Long-Term Objectives:

- [List major objectives for the duration of the programme]

APPROVAL AND SIGNATURES

•Learner Signature: _____ Date: _____

•Mentor/Coach Signature: _____ Date: _____

3.2 PatENT Educational Hub Entrepreneurship education tools



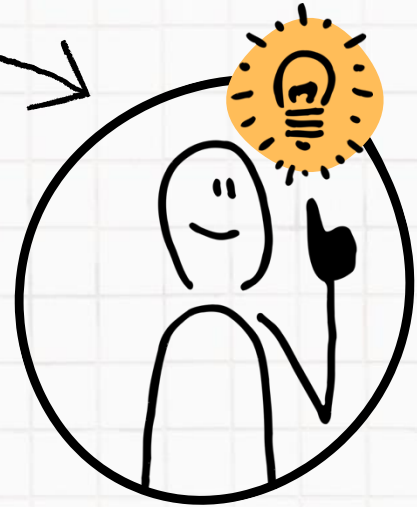
Using Mind Maps

Mind maps can be an exceptionally effective tool for teaching innovation to migrant entrepreneurs, as they visually organize information, ideas, and concepts in a way that enhances comprehension and retention. Migrant entrepreneurs often face unique challenges, including language barriers, cultural differences, and limited access to resources. By using mind maps, instructors can present complex ideas in a more digestible and engaging format. Mind maps allow for the integration of images, symbols, and color-coding, which can transcend language barriers and aid in understanding. This visual approach helps learners see the relationships between different concepts, fostering a holistic understanding of the innovation process. Furthermore, mind maps encourage active participation and collaboration, enabling migrant entrepreneurs to contribute their diverse perspectives and experiences, thereby enriching the learning environment.

Additionally, mind maps can facilitate creative thinking and problem-solving, essential skills for innovation. Migrant entrepreneurs often bring unique insights and ideas from their backgrounds, but may struggle to articulate or organize these ideas effectively. Mind mapping can help them structure their thoughts and identify connections between disparate concepts, leading to innovative solutions. By visually mapping out business models, market strategies, and potential challenges, migrant entrepreneurs can better strategize and plan their ventures. This method also allows for continuous refinement and adaptation, which is crucial in the dynamic landscape of entrepreneurship.

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01

Analysis

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03

Strategy

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05

Revision

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02

Objectives

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04

Action

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06

Solution

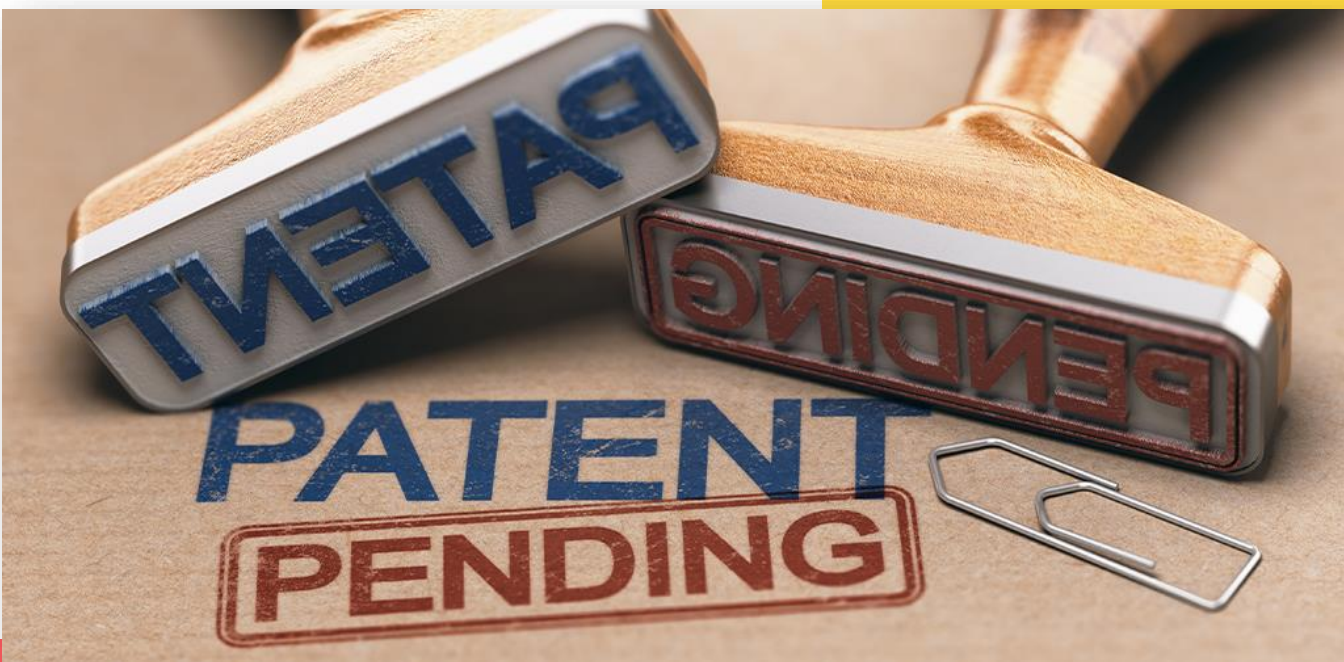
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4. Templates for Running Hub Daily Activities



4.1 PatENT Educational Hub Facilitator Meeting Template

This template can help structure the flow of hub facilitator meetings, ensuring all key topics are covered efficiently. It suggests time slots, agenda items, the facilitators responsible, and the expected outcomes, providing a clear roadmap for successful meetings.

4.1 Agenda Template

Date: [DD/MM/YYYY]

Location: [Location of the meeting]

Objective of the Meeting:

Discuss operational updates, review PatENT Educational Hub team performance, and plan for upcoming events.

Notes:

Any special instructions or reminders for the team.

Time	Agenda Item	Facilitator	Expected Outcome
09:00 - 09:15	Welcome and Team Updates	[Name]	Brief team on recent developments and achievements.
09:15 - 09:45	Review of Past Events	[Name]	Evaluate the success and challenges of past events.
09:45 - 10:15	Operational Updates	[Name]	Update on current operations and any changes.
10:15 - 10:30	Break	-	-
10:30 - 11:00	Financial Overview	[Name]	Overview of budget status and financial planning.
11:00 - 11:30	Staff Development Plans	[Name]	Discuss professional development opportunities.
11:30 - 12:00	Upcoming Events Planning	[Name]	Plan and assign roles for upcoming events.

4.2 PatENT Educational Hub - Meeting Minutes Template

This document is essential for documenting the discussions and outcomes of staff meetings, this template helps record agenda items, discussion points, action items, and responsibilities. It's a crucial tool for accountability and tracking progress on decisions made during the meeting.

PatENT Educational Hub Staff Meeting Minutes

Date: [DD/MM/YYYY]

Time: [Start Time - End Time]

Location: [Location of the meeting]

Attendees: [List of attendees]

Absent: [List of people absent]

Agenda Item	Discussion Points	Action Items	Responsible Person	Deadline
Welcome & Updates	[Summary of team updates and news]	[Tasks to be done]	[Name]	[DD/MM/YYYY]
Review of Events	[Evaluation of past events]	[Tasks to be done]	[Name]	[DD/MM/YYYY]
Financial Overview	[Budget and financial matters discussed]	[Tasks to be done]	[Name]	[DD/MM/YYYY]

Decisions Made:

Summary of key decisions and any outcomes from votes.

Next Meeting:

Date: [Next meeting date]

Time: [Next meeting time]

Location: [Next meeting location]

Notes:

Any additional remarks or observations from the meeting.

4.3 PatENT Educational Hub - Attendance Sheet Template

This template should be used to track the presence at meetings and training events. It includes columns for names, sign-in times, sign-out times, and signatures. It ensures accurate record-keeping of attendance.

PatENT Educational Hub Staff Meeting Minutes

Date: [DD/MM/YYYY]

Meeting Topic: [Meeting Topic]

No.	Name of Staff Member/Hub User	Time In	Time Out	Signature
1	[Full Name]	[Time]	[Time]	[Signature]
2	[Full Name]	[Time]	[Time]	[Signature]
3	[Full Name]	[Time]	[Time]	[Signature]
4	[Full Name]	[Time]	[Time]	[Signature]
5	[Full Name]	[Time]	[Time]	[Signature]
6	[Full Name]	[Time]	[Time]	[Signature]
7				
8				
	...continue as necessary...			

Facilitator:

Name: [Facilitator's Name]

Signature: [Facilitator's Signature]

Date: [DD/MM/YYYY]

Notes:

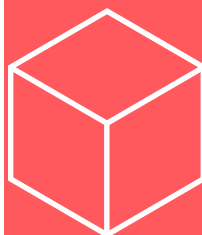
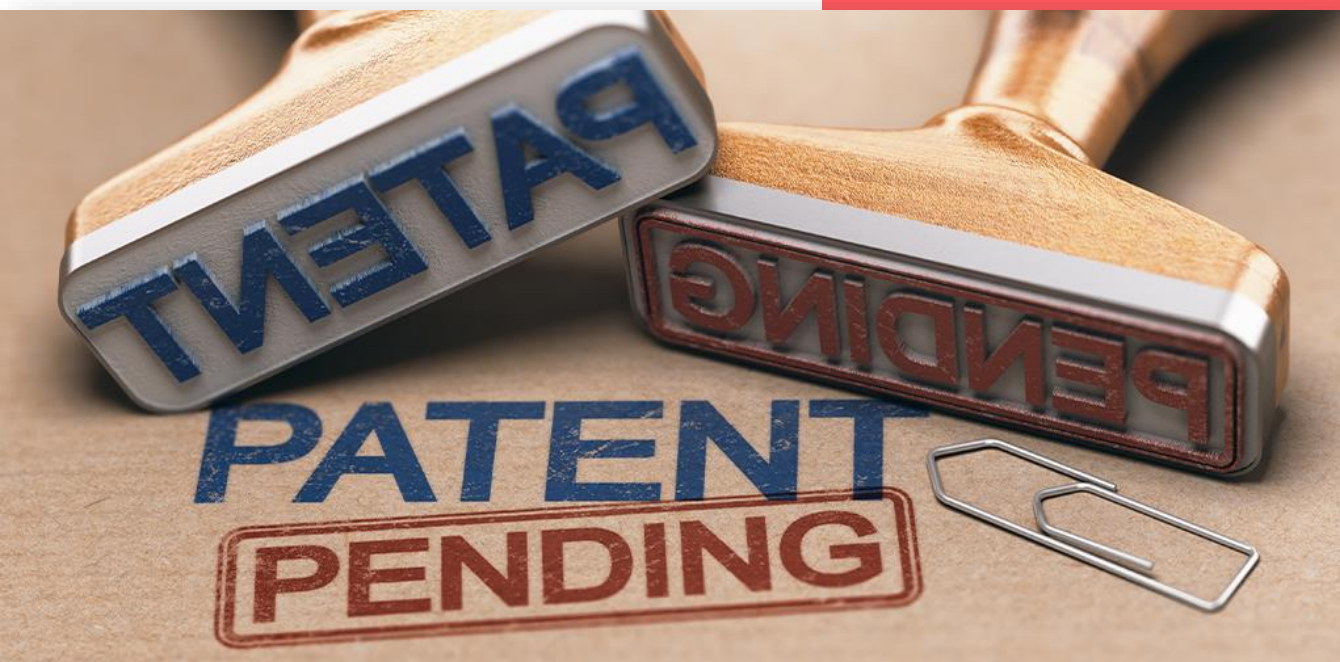
Observations or special mentions about the meeting or attendance.



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2. Intercultural communication skills for PatENT Hubs facilitation



Main principles of intercultural communication



Even though there are no rules that can describe and determine communication styles and principles when it comes to individuals, and generalisations should be carefully considered, research has shown some basic principles when it comes to cultural mechanisms that can help us understand communication.

Communicating Across Cultures, by Carol Kinsey Goman, Ph.D. Courtesy of American Management Association, ASME's Affinity Partner, gives us insight into such principles¹



CONTEXT

High-Context vs.
Low-Context.



TIME

Sequential vs.
Synchronic.



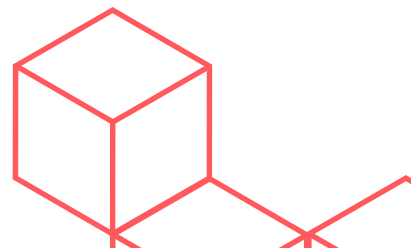
REASON & EMOTION

Affective vs. Neutral.

Clues, not rules. Empathy, not bias.

Understanding these principles, as hints - not rules, as invitations to understand the different perspectives, allows us to be guided toward openness. This leads to understanding possibly complex communications and situations.

¹ SOURCE: *The American Society of Mechanical Engineers*, www.asme.org



How different cultures interpret context

How we approach defining and explaining the context in the conversation, might be influenced by our culture.

What do some people say, what do they leave out? When is reading between the lines implied, and when avoided? The flow of these contexts in the conversations could depend on the cultural norms.

In that sense, we talk about a *high-context* and a *low-context* culture.

High-Context

Leave much of the message unspecified, to be understood through context, nonverbal cues, and between-the-lines interpretation of what is actually said

For example:

Mediterranean, Slav, Central European, Latin American, African, Arab, Asian, American-Indian

Low-Context

Expect messages to be explicit and specific

For example:

Most Germanic and English-speaking countries

HOW DIFFERENT CULTURES INTERPRET TIME

How we refer to time, approach deadlines, and plans could also be influenced by our cultural heritage.

Some cultures think of time sequentially, as a linear commodity to "spend," "save," or "waste." Other cultures view time synchronically, as a constant flow to be experienced in the moment, and as a force that cannot be contained or controlled.

Sequential cultures

People give full attention to one issue at a time

For example:

North American, English, German, Swedish, and Dutch

Synchronic cultures

The flow of time is viewed as a sort of circle, with the past, present, and future all interrelated

For example:

South America, southern Europe and Asia

Orientation to the past, present, and future is another aspect of time in which cultures differ.

Sequential cultures can believe that an individual can influence the future strongly by applying personal effort. Synchronistic cultures' context is to understand the present and prepare for the future.

HOW DIFFERENT CULTURES BALANCE REASON AND EMOTION IN COMMUNICATION

How we balance reason and emotion can derive from our cultural background.

Which of these dominates depends upon whether we are affective (readily showing emotions) or emotionally neutral in our approach.

Affective cultures

People show their feelings plainly by laughing, smiling, grimacing, scowling, and sometimes crying, shouting, or walking out of the room.

For example:

Japan, Indonesia, the U.K.,
Norway

Neutral approach cultures

Members of neutral cultures do not telegraph their feelings but keep them carefully controlled and subdued.

For example:

Italy, France, the U.S., and
Singapore

There is no right or wrong, there is just understanding and learning.

Our differences are not to be eliminated but learned so that we can accommodate each other.

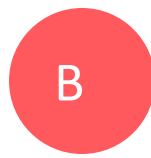
MAIN PRINCIPLES OF INTERCULTURAL COMMUNICATION

Based on the previously explained diversities in mentalities and styles of communication, we can extract the six most immediate principles (competencies) for intercultural communication.



Desire to support the other

Start with determination for the positive outcome.



Listen carefully

Do not presume. Let them finish. Find out more. Ask, research, listen again.



No judgement

Different is not bad, we don't know everything about each other.



Respect and simplicity

Respect is universally appreciated.



No slang

Listen to your own words, eliminate confusion.



Provide resources

Additional resources help understand the context.

More tips:

- Inform yourself about the cultures and the heritage of the people you communicate with.
- Be attentive to non-verbal communication.
- Write things down and use images.
- Be supportive and patient





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