This IHES project comprises two key elements: firstly, the two IHES labs exchange students for local service learning experience, i.e. URV students are sent to an NGO in the Olomouc region and/or UPOL students come to an NGO in Catalonia. The second element is the Social Projects Marketplace , which facilitates direct contacts between entities, university students and faculty, in order to promote Bachelor's Theses, Master's Theses and Doctoral Theses that meet real needs.

The project is coordinated by the Office of Social Engagement-Service Learning Programme. It was planned for the academic year 2021-2022. Students receive curricular activity-recognition with credits.

1 WHAT IS THE GOAL OR REASON FOR IMPLEMENTING THE PROJECT?

For the actor group, the goals are to encourage the social commitment of students in the international scenario and to apply academic knowledge to respond to social/environmental/cultural needs. The universities want to further develop the ethical competence and social responsibility of students. Students will develop specific competences required by the curriculum in a real context. Ultimately, students and teaching staff can put their social engagement into practice.

For the NGOs, the project aims to show the benefit of collaborating with teaching staff and students in social innovation projects. The NGO/organisation will be given a community service by students that will respond to its needs.

The project also addresses following 3 SDGs: SDG4 Quality education, SDG10 Reduced inequalities, and SDG 17 Partnerships for the goals.

2 WHO ARE THE BENEFICIARIES?

The main beneficiaries are local NGOs in both regions: Olomouc and Catalonia.

3 WHO ARE YOUR PARTNERS AT YOUR UNIVERSITY?

The actor groups are on the one hand the students who go abroad for the service learning experience and on the other hand the academics who supervise the students.

IHES

4 HOW DID YOU REALISE THIS PROJECT?

As the Service Learning Programme has been consolidated for long within the URV and its region, the programme coordinator was willing to add the internationalisation aspect. At the very beginning, the proposal only included the exchange of students which seemed something achievable as both universities, URV and UPOL, are members of the Aurora consortium and they both meet in the Aurora Service Learning Programme. Noticing that this first proposal had its own timing, that the arrangements could take longer and the placements could even fall outside the time boundaries of the project, the coordinator suggested that Internationalisation could be brought in at the Social Projects Marketplace by inviting some regional NGO from Olomouc.

Unfortunately, despite numerous efforts, none of the two proposals managed to succeed.

5 WHAT ARE THE MOST RELEVANT ENABLERS OF THIS PROJECT AND HOW DID YOU CONVINCE THEM TO PARTICIPATE?

There was only one enabler who was the coordinator of Service Learning Programme at URV, Avril Lombardi; and that was not enough to carry on.

6 WHAT WERE THE MAIN OBSTACLES YOU ENCOUNTERED AND HOW DID YOU OVERCOME THEM?

The main obstacle was the shortage of resources allocated to the Service Learning Programme at the URV. Difficulty of identifying the interlocutor at he UPOL side and in fitting timing with the project schedule impacted by the COVID-19 postponings were also obstacles. Due to work load, COVID-19 postponings and lack of finances for placements we did not manage to overcome the obstacles.

7 WHAT WERE THE KEY "DO'S AND DON'T'S" THAT YOU LEARNED WHILE SETTING UP AND RUNNING THIS PROJECT ?

Do's:
• Establish the everyone role
• Try to follow the plan
• Be realistic with timelines and agenda
• Trust in your colleagues
• Do not ignore different situations
• Track progress
• Share information

Don't's:
• Ignore cultural and social differences
• Take your eye off the scope
• Forget recognise the efforts
• Make assumptions and not to ask
• Forget to listen
• Ignore bad news
• Do not burn bridges
• Underestimate anything during the activity development and its planning