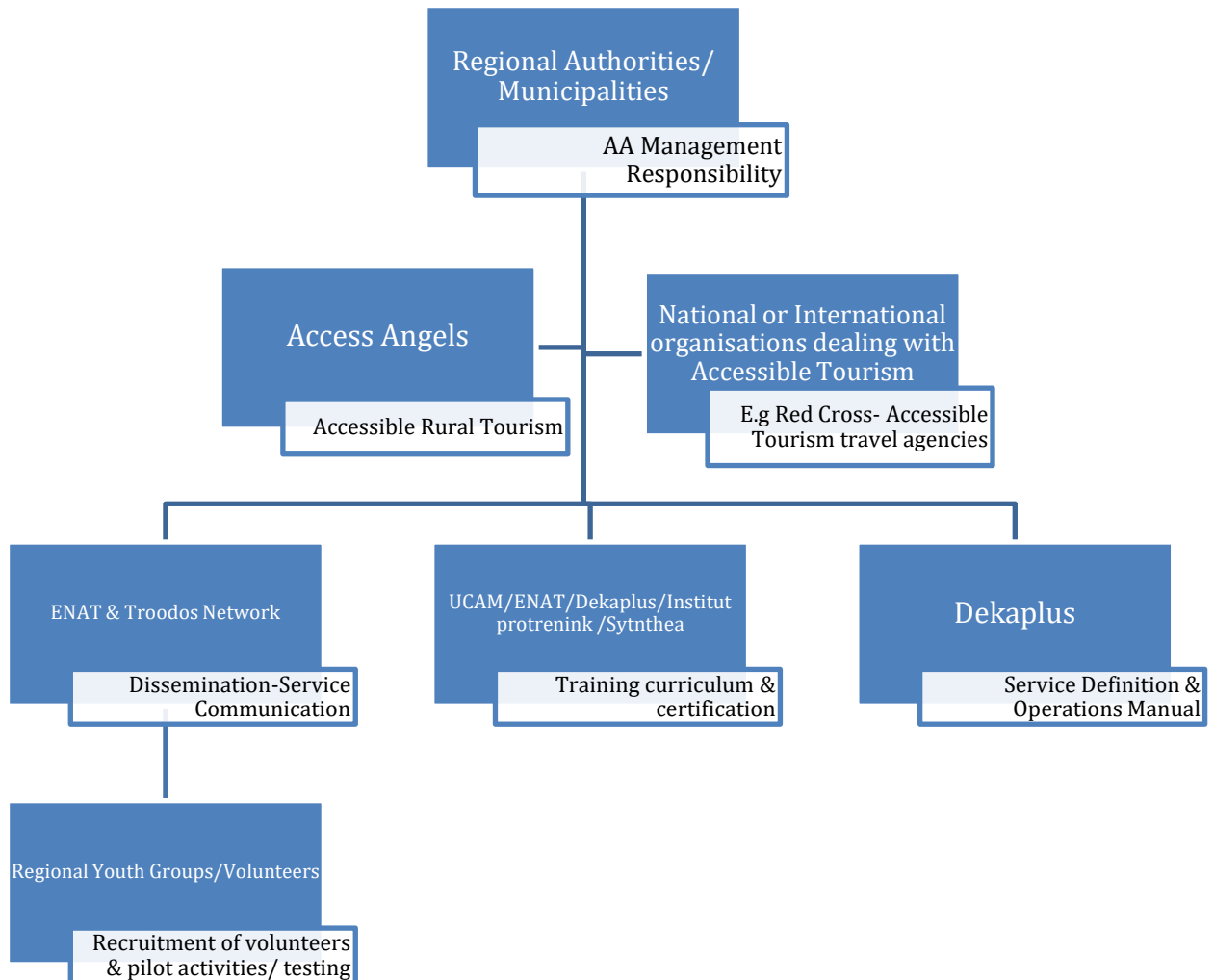


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Elaboration of the role and responsibilities of all parties involved

The role and responsibilities of all parties involved in the AA project are described by the following organisation chart.



The success and sustainability of AA Project depends on the coordination and clear cooperation between all the parties involved.

Regional Youth Groups are extremely important for the recruitment of volunteers among their members and databases but also for the testing phase for pilot programs of rural areas in their respective countries. Knowing the skills and capacities of their members and having a trusting relationship with them it is easy to find the right potential Access Angels.

For a project to be successful communication and dissemination is equally crucial, and IT tools are the main communication tools which will remain even after the expiry of the project, and will be a base of the coordination of end users- people with special needs and the Access Angels. This is

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the role and responsibility of ENAT as it has the biggest database in cooperation with Troodos Network who has designed the web-site of the project and made it user friendly.

Training and certification is another very important aspect of the project to safeguard the high quality and the safety of all parties involved as the end users are a vulnerable group of people who need special treatment, special equipment and Access Angels have to be proactive, resourceful and acquire special skills and knowledge. This is the role of UCAM, ENAT, Synthea, Dekaplus and Institut protrenink.

Operations manual and Service Definition are necessary for all stakeholders as they will provide the guidelines for all parties, for the smooth operation of the service but also for the assistance in case of an emergency, dispute or any other matter which may rise. The responsibility of the Operations manual is the work of Dekaplus, having extensive experience in ISO and other quality certification programs.

The trained volunteers will eventually become Access Angels offering free or low cost services to people with special needs who want to visit rural destinations. Their role and duties will be clearly identified in the Operations manual and during their 5 day training at the University of Murcia.

The management and responsibility of the Access Angels, belongs to the Regional Authorities and Municipalities, however as most of the Regional Authorities and Municipalities do not have the human and technical resources, this will be implemented in collaboration with national or international organisations such as the Red Cross and/or travel agencies dealing with people with special needs

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