



UPPeal

Upskill and Update E-Mentoring
through Innovative Tools to
Prevent NEET and

UPPeal Final Conference 21/11/2025 Florence, Italy



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LEAD COORDINATOR



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1. Executive Summary

The UPPEal Final Conference took place on Friday, **21 November, in Florence**, Italy, at the RFK House of Human Rights (Via Ghibellina 12). The event represented the concluding activity of the UPPEal project and aimed to disseminate project results, engage stakeholders, and reflect on the future of e-mentoring at European level.

The conference was also meant to encourage a more technical discussion on mentoring as a discipline, as highlighted by the Italian Mentoring School (SIM), UPPEal's technical partner and conference moderator. SIM, as part of the European Mentoring and Coaching Council (EMCC) and the global organization Coaching and Mentoring International (CMI) has supported UPPEal in identifying the competence framework and provide training to the future e-mentors from the project's target countries.

The conference gathered more than 50 participants in a mixed composition with online and offline participation, including youth workers, aspiring mentors, experienced mentors, educators, and representatives of the project partner organizations. All project partners were present and actively contributed to the program through presentations and facilitation of activities. The event was moderated by Alessandra Casano (SIM), ensuring continuity between sessions and active engagement of participants.

It served also to strategically validate the results and the cooperation between the partners and other stakeholders involved in the construction and the dissemination of the conference.

2. Overview of Conference Implementation

The Final Conference was designed as a strategic dissemination and validation event, closely linked to the implementation and outcomes of Work Packages 2, 3, and 4. Its main objectives were:

- to present and validate the key results and outputs of the UPPEal project, with particular reference to the **competence framework and curriculum** developed under WP2, the **digital platform and e-mentoring tools** produced within WP3, and the training and piloting activities implemented under WP4;
- to share experiences, evidence, and lessons learned from the design, testing, and implementation of **e-mentoring practices**, fostering peer learning and exchange among project partners, practitioners, and stakeholders;
- to introduce, demonstrate, and gather feedback on the UPPEal e-learning platform and digital training resources, supporting their refinement and future use;
- to promote **structured dialogue** and reflection among practitioners, institutions, and civil society actors on the future of mentoring and e-mentoring, *including policy-relevant aspects*, quality standards, and innovation pathways;

- to strengthen networking and cooperation at local, national, and European level, facilitating connections among stakeholders and supporting the sustainability, transferability, and further exploitation of the project results beyond the project lifetime.

To achieve these objectives, the Conference combined different methodologies, including project presentations, thematic panels and round tables, interactive demonstrations of digital tools, facilitated group discussions, and Q&A sessions, ensuring active participation, result validation, and policy-oriented dialogue.

The morning programme, entitled “*Shaping the future of e-mentoring*” (10:00–14:00), combined presentations, interactive sessions, and non-formal learning activities.

The conference opened with institutional greetings and a general presentation of the UPPeal project, its context, objectives, and target groups. This was followed by a session dedicated to the project results, focusing on the research activities carried out and the transition from research findings to the development of a draft curriculum on e-mentoring.

A specific session explored e-mentoring from a psychological perspective, highlighting key relational aspects, challenges, and opportunities linked to mentoring in digital environments. Participants were then introduced to the UPPeal e-learning platform, through a live demonstration of the platform’s structure, account creation process, and available training materials and resources.

The programme also included a session dedicated to the Learning, Teaching and Training Activity (LTAA) held in Portugal, during which partners and participants shared reflections on the transnational experience, peer learning, and competence development achieved through the mobility.

After a coffee break, participants took part in a training session on mentoring, delivered by the Scuola Italiana di Mentoring (SIM), focusing on mentoring methodologies, quality standards, and professional development pathways.

The final interactive session consisted of a collective mural activity entitled “The Future of Mentoring”, facilitated by the Windmill/CYC team. Through creative and collaborative reflection, participants were encouraged to express their perspectives on the evolution of mentoring and the role of digital tools. This activity supported active participation, peer exchange, and collective reflection.

The conference concluded with a session on sustainability and future perspectives, outlining how the project’s outputs will continue to be disseminated and used after the end of the project.

3. Strategy and results from the conference

The International Conference held in Florence was organized together with CYC and SIM, in a shared methodology where each partner was further involved in the contribution to the agenda and to the discussion.

In this sense the CYC was engaged entirely in the preparation of the communication tools, in the organization of the graphics and all content of the preparation together with ICSE.

Meanwhile, SIM was engaged in reaching out to its network of private and public sector entities, academic institutions, mentors in non-profit organizations and professionals who actively participated in mentoring projects implemented through SIM's overall project management. The most prominent participant that SIM invited was Dr. Claudio Bertuccelli, Senior Executive Banker and Mentor, who delivered his concluding remarks.

The total number reached was reflected not only in the participation in the conference, but also in the contacts reached by each partner according to their network:

ICSE&Co carried out extensive **dissemination of the International Conference** by sending over 1,000 targeted emails at national level. The contacts were selected from existing networks and mailing lists owned by the organization and included a wide range of stakeholders such as:

- Youth workers and staff from youth organizations, including partners and past collaborators
- Researchers and university staff, particularly those involved in education, youth studies, and social sciences
- NGO representatives working on youth empowerment, inclusion, and civic participation
- Members of diaspora organizations active in Italy and Europe
- Policy makers, local and regional authorities, and representatives from public institutions in the youth and education sectors
- Networks and umbrella organizations aligned with ICSE&Co's mission and project goals

In addition to email outreach, a follow-up recall was conducted by phone to ensure reception of the invitations and confirm participation. This step proved essential in strengthening engagement and clarifying details of the event.

Conference Promotion on Social Media

The conference was actively promoted across ICSE&Co's **official social media platforms** (Instagram, Facebook, and LinkedIn), as well as on project-specific pages. The promotional strategy included a series of targeted posts:

- A "Save the Date" post
- A carousel post featuring the conference agenda
- A pre-event post with the event link
- A post-event photo recap
- A reel summarizing the conference day

Post Performance Insights:

- Save the Date: 28 likes, 4,086 views, 1,300 accounts reached
- Agenda: 11 likes, 1,797 views, 221 accounts reached
- Event Link Post: 20 likes, 3,136 views, 988 accounts reached
- Photo Recap Post: 32 likes, 1,471 views
- Reel Recap: 16 likes, 855 views

Additionally, the event posted on Facebook was sponsored with a €100 budget, resulting by end of December 2025, in:

- 64,839 views
- 829 link clicks to the registration page

(See Annexes for full analytics and screenshots)



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The SIM network, which includes over 1000 trained mentors, 500 schools in all over Italy and numerous private sector professionals, was mobilized to gather a good percentage of the Conference participants.

At European level, partners shared the information and the results of it with their networks also, composed of youth workers, teachers, students, professional's expert on education ect.

Thus, the Final Conference successfully contributed to strengthening **dialogue** and cooperation among stakeholders, bringing together practitioners, institutions, and civil society actors and translating the project objectives into concrete and measurable impact. In particular, the event:

- increased awareness of e-mentoring methodologies and digital tools, with a specific focus on innovative practices developed within the UPPEal project;
- supported the validation of key project outputs, including the competence framework, curriculum, and digital platform, through direct interaction and feedback from relevant stakeholders;
- strengthened participants' understanding of mentoring and e-mentoring competences, highlighting their relevance for quality youth work, inclusion, and professional development;
- fostered networking and cooperation among organizations and professionals active in the fields of mentoring, youth work, education, and social inclusion, facilitating the exchange of practices and experiences.

The Conference also activated **concrete synergies and opened opportunities** for future cooperation, including follow-up initiatives, integration of the UPPEal tools into existing training programmes, and potential collaboration with institutions and networks at local, national, and European level. These interactions reinforced the sustainability and transferability of the project results beyond the project duration.

In terms of **content, the main contributions** focused on the presentation and discussion of the results achieved under WP2, WP3, and WP4, including the European competence framework for e-mentoring, the digital learning platform and toolbox, and the outcomes of the piloting and training activities. Stakeholders' perspectives enriched the discussion, particularly with regard to policy implications, practical application, and future development of e-mentoring models.

To maximise impact and participation, the Conference adopted a mixed and interactive **methodology**, combining plenary presentations, thematic round tables, facilitated group discussions, live demonstrations of digital tools, and structured Q&A sessions. This approach ensured active engagement, meaningful validation of results, and a constructive dialogue oriented towards future implementation and cooperation.

4. Contributions & Recommendations

The heterogeneous composition of participants, encompassing partners, youth workers, mentors, aspiring mentors, educators, and representatives of youth-oriented organisations, constituted a significant added value for the Final Conference. This diversity enabled a multidimensional exchange of perspectives, allowing mentoring to be discussed not only as a theoretical framework but also as a concrete and transferable practice across different professional contexts. The active participation of external experts, such as Dr. Claudio Bertuccelli, former Senior International Banker and Mentor, and Matteo Perchiazzi, Founder and Director of SIM – Scuola Italiana di Mentoring, further strengthened the relevance of the discussions, effectively bridging project outcomes with real-world mentoring experiences and established **professional standards**.

A particularly noteworthy element was the high level of engagement during the technical presentation on mentoring. The volume and quality of questions raised by participants revealed a clear demand for deeper understanding of mentoring methodologies, tools, and core competences. This interest also highlighted a widespread awareness of the complexity of the mentor's role, which requires not only **technical skills but also relational, ethical, and reflective** capacities that are often underestimated or insufficiently developed through standard training pathways.

From an implementation perspective, a key critical issue emerged in relation to the limited institutional capacity of many public bodies, including schools, educational centres, and youth support services. These institutions often face structural budgetary constraints that prevent them from investing in specialised mentoring tools or in the systematic training of mentors. This gap underscores the strategic relevance of the UPPEal project, whose **free e-mentoring platform and training resources represent a concrete and scalable response to an identified market and policy failure**, contributing to greater equity in access to capacity-building opportunities.

In light of the above, and with a view to a potential second phase or project upscale, the following **recommendations** were formulated:

- To intensify dissemination and exploitation activities targeting a broader and more diversified audience, with the objective of increasing the number of trained mentors within their respective organisations, sectors, and local ecosystems.
- To consolidate and expand partnerships for a second implementation phase, either by extending the geographical coverage to additional countries or by reinforcing existing national contexts through the involvement of new technical and financial stakeholders.
- To strengthen engagement with local communities, particularly organisations working with NEET youth and secondary schools, in order to enhance the preventive dimension of mentoring as a tool to counter early school leaving and social exclusion.
- To promote structured advocacy actions at institutional and governmental level, aimed at recognising mentoring as a cross-cutting policy instrument capable of supporting not only young people but also other vulnerable and underprivileged groups.

Overall, participants expressed a strong willingness to continue using the UPPEal platform and training materials beyond the project's lifetime, as well as to integrate the approaches and methodologies presented during the conference into their daily professional practice. This

demonstrated level of ownership and commitment represents a solid basis for the sustainability and long-term impact of the project results.

The Final Conference concluded with an informal networking moment during a shared lunch, which further facilitated peer exchange and reinforced the collaborative and European dimension of the initiative.



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6. Annexes

UPPeal Conferenza Finale

Modellando insieme il futuro dell'e-mentoring

Venerdì, 21 novembre 2025 10:00–13:40 RFK International House of Human Rights
Le Murate – Via Ghibellina, 12A, Firenze
Venue Room: Elisabeth Chaplin Room

AGENDA



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UPPeal Conferenza Finale

Modellando insieme il futuro dell'e-mentoring



09:45–10:00

Registration

10:00–10:10

Introduzione della giornata / Saluti istituzionali / Presentazione di UPPeal - ICSE (Italia)

10:10–10:40

Risultati e indagini - Dalla ricerca al curriculum preliminare sull'E-Mentoring - ICSE + EIC (Italia & Bulgaria)

10:40–11:00

L'E-Mentoring in profondità: una prospettiva psicologica - Windmill, aka CYC (Cipro)

11:00–11:15

Presentazione della piattaforma UPPeal - IDL (Francia)

11:15–11:35

Esperienza LTTA - Portogallo: riflessioni dei partecipanti - 1 partecipante dal Portogallo, 1 dall'Italia / Epralima (Portogallo)

11:35–11:55

Coffee Break

11:55–12:50

Formazione sul mentoring - Scuola Italiana di Mentoring (Italia)

12:50–13:20

Attività murale collettiva - "Il futuro del mentoring" - Windmill, aka CYC (Cipro)

13:20–13:30

Sostenibilità di UPPeal - Windmill, aka CYC (Cipro)

13:30–13:40

Chiusura - SIM (Italia)

13:40 in poi

Pranzo & Networking - Tutti i partecipanti e partner



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Insight sul post



Insight sul post



10 novembre 2025 alle ore 10:58

28

0

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8

3

11

0

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1

1



12 novembre 2025 alle ore 15:41

Panoramica

Visualizzazioni

4,086

Interazioni

--

Attività del profilo

Panoramica

Visualizzazioni

1,797

Interazioni

--

Attività del profilo

--

Visualizzazioni

--
Visualizzazioni

Account raggiunti

1,303

--
Visualizzazioni

221

Insight sul post



Insight sul post



19 novembre 2025 alle ore 12:28



3 dicembre 2025 alle ore 09:47

32

0

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1

0

20

0

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1

1

Panoramica ⓘ

Panoramica ⓘ

Visualizzazioni	3,136
Interazioni	--
Attività del profilo	--

Visualizzazioni 1,471

Interazioni --

Attività del profilo 2

Visualizzazioni ⓘ

Visualizzazioni ⓘ

Visualizzazioni	--
Account raggiunti	988



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Insight sul reel

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**Here's a recap of the day dedicated to the UPPeal...**

3 dicembre 2025 · Durata 0:43

 16 0 -- 1 0

Panoramica

Visualizzazioni	855
Tempo di visualizzazione	57 m 11 s
Interazioni	--
Attività del profilo	0

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Visualizza risultati

Metti nuovamente in evidenza

Metti in evidenza altri contenuti

...

X

Prestazioni

Totale ▾

Importo di 99,81 € speso nel corso di 4 giorni.

Clic sul link 829 Costo per Clic sul link € 0,12

Visualizzazioni 64.839

Visualizzazioni 35.330

Attività

Interazioni con il post

Clic sul link

Visualizzazioni della pagina di destinazione

Reazioni ai post

5

▼ Mostra tutto

Pubblico

Persone

Posizionamenti

Luoghi

Dettagli

Stato
Completata

Obiettivo

Fai in modo che più persone visitino il sito web

Budget giornaliero
25,00 €

Durata
4 giorni

▼ Mostra tutto

Prestazioni del contenuto originale



Visualizza insight

Visualizzazioni 64.635 Interazioni 4
64.537 dalle inserzioni 3 dalle inserzioni

Clic sul link 149 Follower 0
146 dalle inserzioni --

Visualizza risultati

Metti nuovamente in evidenza

Metti in evidenza altri contenuti

...

X

Persone

Posizionamenti

Luoghi

Clic sul link 149 Follower 0
146 dalle inserzioni --

20%



Dettagli sul pubblico

Luogo
Italia

Età
18 - 65+

Pubblico Advantage+
No

Modifica pubblico

Anteprima



RFK International House of Human...

Iscriviti

Visualizza inserzione

Modifica inserzione

Metodo di pagamento

PayPal d****@i****.org

Effettueremo l'addebito su un metodo di pagamento alternativo se riscontriamo problemi con questo metodo di pagamento.

Importo speso

Importo totale € 99,81



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Link from the articles

- <https://icse-co.org/.../plasmare-il-futuro-delle.../>



