



Co-funded by  
the European Union

**RESPONSIBLE ORGANIZATIONS' MANAGEMENT FOR SUSTAINABLE  
TRANSITION: ROMST  
ERASMUS MUNDUS DESIGN MEASURES**

**COMMON SERVICES PLAN OFFERED TO  
THE STUDENT**

**DELIVERABLE 1.9**

## COMMON SERVICES PLAN OFFERED TO THE STUDENT

The ROMST project was initiated in line with the strategic priorities of the European Green Deal and the Sustainable Development Goals (SDGs). Supported through an Erasmus+ EMDM (Erasmus Mundus Design Measures) grant, ROMST brings together a European consortium coordinated by UVSQ–Université Paris-Saclay, with partner universities in Bulgaria, Georgia, Germany, Portugal, Spain, and Serbia, and with the support of the European Marketing and Management Association (EUMMAS).

The ROMST programme is a two-year Erasmus Mundus joint Master’s degree (120 ECTS) designed to train a new generation of professionals capable of ethical and responsible management of sustainable transitions. The programme spans up to six countries and seven partner institutions, offering students a genuinely multi-site, multilingual, and intercultural learning experience. The awarding institutions — UVSQ Paris-Saclay and Universidad de Alcalá — are jointly responsible for academic governance and degree conferral, working in close coordination with all consortium partners to deliver a cohesive, high-quality international student experience.

The consortium is built on a strong and complementary academic partnership among institutions from France, Spain, Germany, Portugal, Bulgaria, Georgia, and Serbia, reflecting geographical balance, disciplinary complementarity, and a shared commitment to responsible management education and sustainable development.

*The Coordinator undertakes to:*

- be responsible for the overall coordination, management and implementation of the project;
- be the intermediary for all communication between the Beneficiaries.

*Each beneficiary, including awarding HEIs, supporting HEIs and the association undertakes to:*

- ensure adequate communication with the Coordinator and with the other Beneficiaries;
- perform the project activities and tasks.

## DOCUMENT INFORMATION

	Information
Document Id	ROMST Common Services Plan offered to the Student – Project Deliverable 9 (D1.9)

## COMMON SERVICES PLAN OFFERED TO THE STUDENT

Document Owner	EMDM ROMST Consortium – Coordinator: UVSQ Paris-Saclay
Issue Date	29.04.2026
File Name	ROMST EMDM Common Services Plan offered to the Student

## DOCUMENT APPROVALS

Role	Name of the Institution	Date
Project Coordinator / Key / Awarding Partner	University of Versailles Saint-Quentin-en-Yvelines – University Paris-Saclay	
Key / Awarding Partner	University of Alcalá	
Key / Awarding Partner	University of Hamburg	
Key / Awarding Partner	Polytechnic Institute of Bragança	
Key / Awarding Partner	Business and Technology University – Georgia	
Key / Awarding Partner	University of Sofia	
Supporting Partner	University of Paris-Saclay	
Supporting Partner	Union University Belgrade – Belgrade Banking Academy	
Supporting Partner / Non-academic Partner	European Marketing and Management Association (EUMMAS)	

This Common Services Plan is a comprehensive guide outlining the range of services provided to all students enrolled in the ROMST Erasmus Mundus Master's programme. The plan covers the full two-year programme (120 ECTS), regardless of which partner institution the student is attending at any given time and regardless of their country of origin. It is designed to ensure a consistent, high-quality, and fulfilling academic experience across all six countries and seven partner sites throughout the programme.

The ROMST consortium is committed to providing students with an internationally oriented, research-driven educational experience grounded in sustainability and ethical leadership. To achieve this, all seven partner institutions offer a coherent set of common

# COMMON SERVICES PLAN OFFERED TO THE STUDENT

services to support students throughout their academic journey, while each partner also contributes local expertise, campus-specific resources, and contextualised support aligned with students' needs at each mobility stage.

## Overview of Common Services

Service Category	Key Services	All 7 Partner Universities
1. Academic Support	Academic advising, library access, language support, thesis supervision	✓
2. Welcome & Orientation	Joint orientation, campus induction, intercultural preparation	✓
3. Housing Assistance	University residences, private housing platforms, lease guidance	✓
4. Health & Wellbeing	Health orientation and insurance registration	✓
5. Digital Infrastructure	Joint LMS, IT access, remote institutional resources	✓
6. Career Development	Career counselling, employer events, internship orientation	✓
7. Financial & Admin Guidance	Scholarships, fees, visa/residence permit information and support	✓
8. Cultural & Social Integration	Cultural activities, student associations	✓
9. Safety & Legal Guidance	Campus safety, local legal frameworks, emergency procedures	✓
10. Communication & Feedback	Institutional channels, quality assurance, continuous improvement	✓

## 1. ACADEMIC SUPPORT SERVICES

### 1.1 Academic Advising and Study Planning

Each student enrolled in the ROMST programme will be assigned a dedicated academic advisor at each partner institution they attend. The academic advisor guides students through

# COMMON SERVICES PLAN OFFERED TO THE STUDENT

the organisation of their study plan, course selection, ECTS credit distribution, progression within the joint degree framework, and the transition between mobility stages. Given the multi-site structure of the programme, academic advising is specifically designed to ensure continuity and coherence across the different campuses.

Advisors are available for both in-person and remote consultations throughout the academic year. A joint digital contact directory will be maintained on the ROMST student portal to ensure students can easily identify and reach their advisor at each institution.

## 1.2 Study Resources and Library Access

Students will have full access to the digital and physical libraries of all partner institutions. This includes comprehensive research collections, e-books, academic journals, disciplinary databases, and interlibrary loan services. Access to digital resources will be provided remotely via institutional credentials, ensuring that students based at a partner site can access resources from all other consortium libraries.

The consortium will maintain a shared ROMST digital resource space (within the joint LMS platform) where core reading materials, syllabi, and programme documentation are centralised and accessible to all enrolled students regardless of location.

## 1.3 Language Support

Given the multilingual and multicultural character of the ROMST programme, all partner institutions provide language support services to students. The programme is taught in English; language support in the local language of each host country is also offered to facilitate integration, daily life, and administrative procedures.

Host Country / Partner	Programme Language	Local Language Support Available
France (UVSQ)	English	French, free courses for enrolled international students (UVSQ Language Centre)
Spain (UAH)	English	Spanish, subsidised courses via UAH CELE from A1 level
Serbia (Union University)	English	Serbian, language support coordinated by Union University International Office
Portugal (IPB)	English	Portuguese, language support via IPB international student services
Bulgaria (Sofia University)	English	Bulgarian, introductory courses provided for international students

## COMMON SERVICES PLAN OFFERED TO THE STUDENT

Georgia (BTU)	English	Georgian / Russian, orientation language sessions provided by BTU
---------------	---------	-------------------------------------------------------------------

### 1.4 Research and Thesis Supervision

The ROMST programme culminates in a research dissertation / final project integrated into the 120 ECTS structure. Students will be supervised by faculty members drawn from the consortium, ensuring cross-national academic guidance. Co-supervision between institutions is actively encouraged and facilitated by the joint governance structure. Workshops on research methodology, academic writing, and scientific presentation are organised jointly at consortium level throughout the programme.

A dedicated thesis coordination unit, operating under the joint academic committee, will match students with supervisors based on research interests and institutional expertise, monitor progression, and organise mid-term and final defence sessions accessible to all consortium partners.

## 2. STUDENT SERVICES

### 2.1 Welcome and Orientation

A comprehensive welcome and orientation programme will be organised at each host institution at the beginning of each mobility stage. This will include:

- ▶ Campus tours and introduction to academic and administrative staff
- ▶ Practical information on local services, transport, and life in the host city and country
- ▶ Cultural and social integration activities, including peer-pairing with local students
- ▶ Administrative induction: registration procedures, student card, IT access, LMS access
- ▶ Visa and residence permit briefing (for non-EU students) coordinated with the International Office
- ▶ Health and insurance registration guidance
- ▶ Introduction to student associations and extracurricular opportunities

A joint online pre-arrival orientation session will also be organised annually before the programme starts, connecting incoming students with the full consortium community.

# COMMON SERVICES PLAN OFFERED TO THE STUDENT

## 2.2 Housing Assistance

All seven partner institutions provide housing support to incoming ROMST students. Given that students will spend time at multiple sites, housing assistance is structured around each mobility stage and is coordinated to avoid gaps between moves.

Partner / City	University Residences Available	Private Housing Support	Typical Cost (indicative)
UVSQ / Paris-Saclay	CROUS residences (application via Trouvermonlogement.gouv.fr)	Private platform referrals, UVSQ housing office	€ 400–700/month
UAH / Alcalá de Henares	UAH university residence (colegios mayores)	UAH housing office, local platform referrals	€ 300–500/month
Union University / Belgrade	Partner accommodation network	Union University housing support	€ 150–350/month
IPB / Bragança	IPB on-campus residences (low cost)	IPB student services	€ 150–300/month
Sofia University / Sofia	University dormitories	Student services referrals	€ 100–250/month
BTU / Tbilisi	BTU student accommodation support	Local agency referrals via BTU	€ 150–350/month

All partner institutions will provide incoming students with a housing information pack at least 6 weeks before the start of each mobility stage, covering application procedures, costs, and relevant local resources.

## 2.3 Health and Wellbeing Services

Students' mental and physical health are a foundation for academic success. ROMST is committed to ensuring that all enrolled students have access to health and wellbeing support at every host institution throughout the programme.

Services available include general practitioner referrals, psychological counselling and mental health support, information on national health insurance registration and emergency contact points and protocols. The ROMST student portal will maintain an up-to-date health and wellbeing resource directory for each partner country, including national health system registration procedures and crisis contact information.

# COMMON SERVICES PLAN OFFERED TO THE STUDENT

## 2.4 Joint Learning Management System (LMS)

A shared or interconnected Learning Management System (LMS) platform will be used across the full ROMST programme, providing continuity and coherence regardless of the student's current physical location. The joint LMS will host course materials, assessment instructions, programme announcements, collaborative workspaces, and communication tools.

Technical access will be maintained for the student's full two-year enrolment period. During transitions between partner sites, students will retain uninterrupted access to all institutional resources through their ROMST credentials. IT helpdesks at all partner institutions will provide first-line technical support.

## 2.5 Career and Professional Development Services

The ROMST programme places strong emphasis on professional outcomes. Career development services are available at all partner institutions and are complemented by joint consortium-level activities:

Service	Format	Provider
Individual career counselling	In-person or online appointment	All partner career services
CV and cover letter workshops	Group workshops (in-person or webinar)	Coordinated jointly; rotating hosts
Internship and project matching	ROMST partner and alumni network	EUMMAS network + all partners
Erasmus Mundus alumni mentoring	Online mentoring platform	Erasmus Mundus Association + ROMST alumni

## 2.6 IT Services

Students will have access to the IT infrastructure of all partner institutions throughout the programme. This includes computer labs and workstations on each campus. Remote access to institutional digital resources (library databases, LMS, software) will be ensured during mobility periods via VPN or institutional login.

## 2.7 Scholarship and Financial Support Information

ROMST students may be eligible for a range of scholarships and financial support mechanisms. Information on available scholarships, grants, and financial aid is published in the annual call for applications and maintained on the ROMST student portal.

## COMMON SERVICES PLAN OFFERED TO THE STUDENT

Scholarship / Support	Eligibility	Amount (indicative)	How to Apply
Erasmus Mundus Scholarship	Non-EU students (priority) and EU students, merit-based	€ 1,400/month (non-EU); € 1,000/month (EU) + travel and installation	Via ROMST application process, automatic consideration
Erasmus+ Individual Grants	EU students undertaking mobility within Schengen area	€ 200–700/month depending on country pair	Via home university Erasmus office
Eiffel Excellence Scholarship (France)	Non-EU candidates, highly competitive	€ 1,181/month + allowances	Apply to Campus France by January deadline
French Government Scholarship (BGF)	Non-EU candidates via French embassies	Variable by country	Via French embassy in home country

### 2.8 Tuition Fees, Payments, and Administrative Procedures

The ROMST programme fee structure is established in the consortium agreement and published annually in the call for applications. Fee levels differentiate between Erasmus Mundus scholarship holders (fees covered) and self-funded students. Partner institutions provide clear guidance on payment schedules, instalment options where available, and the administrative procedures associated with enrolment, re-registration, and graduation. Students experiencing financial difficulty are encouraged to contact the ROMST coordinator at UVSQ to discuss available support mechanisms.

### 2.9 Visa, Residence Permit, and Administrative Support

Given the multi-country structure of the programme, ROMST provides structured support for visa and residence permit procedures in all host countries. Detailed guidance is provided in Deliverable D1.5 (Student Admission and Selection Procedure Papers). Each partner's International Office is responsible for providing country-specific administrative support to admitted students.

Host Country	Key Administrative Support Available	Provider
France	Campus France procedure support, VLS-TS validation guidance, ANEF registration	UVSQ International Office
Spain	Resguardo de preinscripción issuance, TIE application support, CELE language courses	UAH International Office

## COMMON SERVICES PLAN OFFERED TO THE STUDENT

Serbia	Privremeni boravak application support, Ministry of Interior liaison	Union University International Office
Portugal	Visto de Estudo / AIMA residence support, PEF guidance	IPB International Office
Bulgaria	Type D visa and residence permit support	Sofia University International Student Centre
Georgia	Visa-free regime information, Civil Registry Agency support for longer stays	BTU International Office

### 2.10 Cultural and Social Integration Activities

The diversity of the ROMST consortium, spanning seven institutions in six countries and attracting students from across Europe and beyond, is one of its greatest assets. All partner institutions organise cultural activities, visits to heritage and cultural sites, intercultural workshops, and social events to facilitate the integration of students into local environments. At consortium level, joint cultural events will be organised during residential phases and online to reinforce cohort identity and cross-national bonds.

Student associations and cultural societies at all partner universities are actively encouraged to welcome ROMST students and facilitate peer connections beyond the programme cohort. International student offices will provide guidance on student life, local customs, and cultural expectations in each host country.

### 2.11 Campus Safety and Emergency Procedures

All seven partner institutions maintain robust campus safety measures and will inform ROMST students of emergency procedures, security contact points, and relevant university protocols at each site. Students will be briefed on safety procedures during the orientation period at each campus.

The ROMST student portal will maintain a consolidated emergency contact directory covering all seven partner institutions, as well as guidance on national emergency services in each host country.

### 2.12 Legal and Administrative Guidance

All partner institutions provide guidance on compliance with local laws and regulations applicable to international students. This includes visa and residence permit requirements (detailed in D1.5), tax obligations where relevant, academic integrity and plagiarism policies, and relevant consumer/tenant rights. Students from outside the EU will receive specific and proactive support in navigating the legal and administrative frameworks in each of the six host countries.

## COMMON SERVICES PLAN OFFERED TO THE STUDENT

### 2.13 Regular Communication and Updates

All seven partner institutions commit to ongoing and transparent communication with enrolled students through official channels: institutional email, LMS announcements, the ROMST programme website, and the ROMST student portal. Students will be kept informed of important academic dates, administrative deadlines, mobility logistics, events, and any changes relevant to the programme.

A shared ROMST communications calendar will be published annually, coordinated by UVSQ as lead institution, to ensure timely and coherent communication across all seven sites. A dedicated student communications contact is designated at each partner institution.

### 2.14 Student Feedback and Continuous Improvement

A structured student feedback mechanism will be established and operated throughout the programme. Feedback is collected at multiple points: after each course module, at the end of each semester, at the close of each mobility stage, and at graduation. Results are reviewed jointly by the consortium's Quality Assurance Committee, which includes student representatives from each cohort.

Feedback Mechanism	Timing	Responsible	Output
Post-module evaluation questionnaire	End of each module / teaching block	Course coordinators at each partner	Module improvement report
Annual programme review focus group	Once per academic year	Joint Academic Committee	Annual programme improvement plan
Exit survey (graduation)	Upon completion of the programme	UVSQ Coordinator	Alumni feedback report; programme review

Corrective actions identified through the feedback process are implemented within the academic cycle in which they are raised, where feasible, and tracked in the consortium's quality assurance register.

The ROMST EMDM Common Services Plan is designed to ensure that all enrolled students receive comprehensive, consistent, and proactive support throughout their two-year academic journey across seven partner institutions and six countries. The services described in this plan are commitments shared by the full consortium and are coordinated under the leadership of UVSQ Paris-Saclay as project coordinator. The consortium is fully committed to working collaboratively to deliver the best possible student experience and to building an Erasmus Mundus community that students will carry with them throughout their professional lives.

## COMMON SERVICES PLAN OFFERED TO THE STUDENT

### DISCLAIMER:

“Co-funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or European Education and Culture Executive Agency (EACEA). Neither the European Union nor the granting authority can be held responsible for them.”