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**Webinar: Revision and Renewal of Knowledge about the Operation of the Victim Support Europe Referral System**

**Date and time: 28 November 2024, 2h (15:00 - 17:00, Brussels time)**

**To be held: Online**

**Zoom link:** <https://us06web.zoom.us/j/88333802724?pwd=tlG6MyfbAylfzqBYOPbjhxQ7ridYhU.1>

Meeting ID: 883 3380 2724  
Passcode: 830173  
**Objective**: To renew the knowledge of how to use VSE Referral System, on board new users, and gather feedback to enhance the system’s performance and utilization.

**Speakers:** Levent Altan and Larisa Spahic | VSE

**Agenda**

**Welcome and Opening Remarks** *(15 minutes)*

* + Introduction to the webinar and objectives
  + Purpose and benefits of the VSE Referral System

**Step-by-Step Demonstration** *(30 minutes)*

* + Key features and functionality
  + How to register and access the system
  + Submitting and managing referrals
  + Q&A on technical aspects

**Break** *(10 minutes)*

**Sharing Experiences and Feedback** *(30 minutes)*

* + Open discussion: Challenges, successes and suggestions for improvement
  + Identifying best practices

**Next Steps and Future Enhancements** *(30 minutes)*

* + Planned updates to the system
  + Encouraging increased usage

**Closing Remarks** *(5 minutes)*

* + Summary of key points
  + Thank you and follow-up details