

Final Activity Report

EU-SEE Training Course
on YOUTH Programme Partnership–Building and Project Management



9.12.2004 – 15.12.2004

Vukovar, Croatia

**This project has been carried out with the support of the
YOUTH programme of the European Community**

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Introduction, aims and objectives:

The present document is a report of the EU – SEE training course on Youth Partnership–Building and Project Management, held in Vukovar, Croatia, from the 09.12.2004 – 15.12.2004.

This support measure project was part of a series of two training courses held in Croatia and in Montenegro to further stimulate the development and to support the implementation of EU - SEE voluntary service and youth exchange projects.

To cope with the growing demand for more participation in EU-SEE YOUTH projects, these training courses aimed at fostering capacity building by transferring know-how on partnership building and project management of relevant Youth Actions.

Building on past projects' experiences and results, the main objectives of these training courses were to train Youth workers on:

- Project development, application procedures and implementation of Action 1 and Action 2 projects under the EU YOUTH Programme
- How to promote cooperation around youth mobility and voluntary service in the distinct EU-SEE contexts
- How to ensure quality programmatic and financial management and reporting of YOUTH projects

The report is structured according to the program schedule. Some of the used material and presentations, as well as results of the training course in form of project outlines can be found in the annex. A warm thank you to all participants for their contributions and enthusiasm, which resulted in a fruitful and worthwhile training effort.

Andreas Schwab
ICYE International Office

Programme overview:

<u>Date:</u>	<u>Time:</u>	<u>Activity:</u>
09.12.04	p.m.	Arrival of participants Welcome and get-together
10.12.04	09:30 – 10:00	Official welcome , name and country presentation.
	10:00 – 11:00	Participants' Expectations - Presentation of programme
	11:00 – 13:00	Introduction to YPGD and participating organisations
	15:00 – 16:30	“ The situation of youth and youth work in Western European and South East European Societies” (Introduction and plenary Discussion)
	17:00 – 18:30	Discussion groups
	21:00 -	Intercultural Evening
11.12.04	09:30 – 11:00	Presentation of Youth Programme and Priorities in EU – SEE cooperation
	11:00 – 12:30	Examples of practice: Action 1, Action 2, Action 5
	15:00 – 16:30	Presentation of Regional Initiative UNV Plenary introduction on Priorities and Themes for developing relevant YOUTH projects - followed by 3 WG's: Action 1, Action 2 and Action 5
	17:00 – 18:30	Drafting a funding application / Aims, Objectives and Activities 3 WG's: Action 1, Action 2 and Action 5
	21:00 -	Invitation by YPGD to a rock concert, celebrating international volunteers day

<u>Date:</u>	<u>Time:</u>	<u>Activity:</u>
12.12.04	09:30 – 11:00	Drafting a funding application / Aims, Objectives and Activities 3 WG's: Action 1, Action 2 and Action 5
	11:30 – 13:00	Presentation of project descriptions / applications
	15:00 – 16:30	Introduction to the financial guidelines and procedures of YOUTH Action 1, 2 and 5 Working groups to draft a model budget according to the planned activities; 3 WG's: Action 1, Action 2 and Action 5 Plenary: Presentations of budgets - recommendations 3 WG's: Action 1, Action 2 and Action 5
	17:00 – 18:30	Developing a project schedule / checklist for our activity 3 WG's: Action 1, Action 2 and Action 5
13.12.04	09:30 – 11:00	Introduction and Working groups on Reference document "EVS Volunteer Training Guidelines..."
	11:30 – 13:00	Introduction and Working groups on Reference document "Rights and responsibilities of HO, SO, Mentors."
	15:00 - 19:00	Project Visits to VIMIO and YPGD office Guided tour at Vukovar Museum Dinner at "Vrske" Restaurant
14.12.04	09:30 – 10:30	Input: Priorities of youth work in the SEE region Idea Factory on EU-SEE YOUTH Projects
	10:30 – 12:30	Market place - partner finding and elaborating project outlines
	15:00 – 16:00	Continuation of working groups on project outlines
	16:00 – 17:00	Presentation of project outlines in plenary Agreements on further co-operation and follow-up activities, action plan;
	17:00 – 18:00	Final Evaluation of the activity
	21:00 -	Christmas and Farewell party
15.12.04	am	Departure of participants

Daily Reports by participants

Daily report: Friday 10 December 2004

Morning session:

Arrival of participants, Welcome and get-together, presentation of participants and organisations

The morning programme started with a warm welcome by ICYE and the cooperating Croatian organisations VCZ and YPGD and continued with a short introduction of participants (name, organisation), presentation of trainer team as well as 2 icebreaking games.

After this, participants were asked to put forward their expectations according to the and to write them on post-its. Participants answered the questions posed as follows:

- Why did you decide to come here? (to make new contacts and cooperation's, good chance to get to know this area, more info about YOUTH programme, new skills...)
- What do you expect of this training course? (new partners, ideas and cooperation's, friends, deeper knowledge, understanding and skills,...=
- What would you like to take home with you? (new ideas, cooperation's, partners, new friends, email addresses,...)

This was followed by the presentation of the programme of the training course in which

In the second part of the morning programme we took 20 minutes to prepare a flipchart to present our organizations, focussing on experiences with the YOUTH programme and our main activities.

The participants then presented their respective organisation as follows:

Youth Centre Livno (YCL):

Youth Centre Livno (YCL) is a non-governmental, non-party and non profit organisation established in the beginning of the year 2000. Through its actions YCL offers opportunities to young people to actively participate in the development of social life in the community.

Organisational goals are: representation of young people and their interests in the development of civil society, protection of environment, promotion and development of human rights, multiculturalism, tolerance, sustainable development and voluntarism.

YCL:

- Provide information to young people regarding the organisational goals
- Organize workshops, trainings, seminars and tribunes for values we promote
- Organise work and study, local and international work camps in Bosnia and Herzegovina
- Issue brochures and other printed material
- Inform about volunteer projects and activities in Bosnia and Herzegovina and abroad
- Promote organisational goals and activities through media and public gatherings
- Coordinate volunteer exchange on local and international level
- Cooperate with other and international organisations that promote the same values

Youth Centre Livno counts 15 active members and approximately 30 supportive members.

Youth Communication Centre:

Youth Communication Centre (YCC) is a NGO and was established on February 12 1997 in Banja Luka, Bosnia and Herzegovina. YCC is a non-governmental organisation established in Banja Luka with the purpose of promotion of civil society values, working on a local and regional level. YCC aims at:

- promoting reconciliation among people and respect for diversity and human rights
- supporting the development of an independent third sector
- enabling youth and the local community to develop non-violence principles utilizing problem solving techniques and conflict resolution.
- promoting positive and creative opportunities for young people and support them in the realization of their ideas.
- advocating and promoting the development of programs in the community that targeting at-risk youth and vulnerable groups.

Youth Peace Group Danube:

The Youth Peace Group Danube was registered in 1997 as a non-profit , non-governmental, humanitarian, youth, volunteer organisation with 16 active members from different ethnic groups.

The mission of this group is to promote the development of a civil and democratic society based on non-violent culture, ethnical tolerance and respect of human rights. Through our activities we are helping our beneficiaries (children, youth, returnees, social cases, etc.) to build up their self esteem and self-confidence to take part in the development of local society. We are also encouraging and supporting youth voluntarism and interethnic dialogue. Since 1996 we are actively working on the reconciliation process in the region. The organisation is part of the NGO network in the region SEEYN (South East European Youth Network) member and it has contacts all over Croatia but also all over Europe. It is supported by local, regional, national and international organisations including OTI, USAID, IRC, UNHCR, Care International, OSCE Dierschwelle Foundation, Croatian Government.

Volunteer Centre Zagreb:

VCZ is a non-profit, non-governmental organisation, which aims to solve problems, satisfy needs and develop progress of the individuals and community and society in general. This is achieved by promoting voluntarism and its values and by making voluntary work possible to all citizens.

At the end of the year 2001 VCZ became a branch of the Croatian SCI. VCZ is the regional organizer of the YouthNET (Youth, School & Community Network under the jurisdiction of The Stability Pact) and the ICYE (International Cultural Youth Exchange) – Eastlinks Information Project. VCZ has already participated in several long-term exchange projects. We have participated in 5 multilateral EVS projects organized by ICYE, SCI and Interkulturelles Zentrum and bilateral EVS projects with France and Italy. We have hosted and sent volunteers to and from other countries in the SEE region (Bosnia and Herzegovina and Macedonia) within the SEEYN exchange programme. We have also hosted and sent volunteers to and from Denmark, Ireland and France on different exchange programs.

Help:

Help is a non-governmental, non-profit organization. In this moment Help is running several different projects. Some of them are related for “Harm Reduction” activities to prevent HIV/AIDS and Hepatitis C and B among youth; especially for high risk population (needle exchange, testing on HIV/AIDS, Hepatitis B and c, sending drug users to therapeutic institutions, out-reach activities) The Help organization has 6 full time employees, 47 members and 20 active volunteers.

Youth Centre / Youth Council Vojvodina:

Youth Council Vojvodina is a non-governmental, non-profit organization consisting of 8 organisations working on provincial level with over 15.000 members. It was established in 1991.

The member organisations cover with their activities of non formal education, almost all program areas important for the young people in Vojvodina . Through their activities young people are given the opportunity to fulfil their interests in the areas of non formal education, music, science, technique. Young people are also given the chance to develop their inner potentials and to obtain skills, attitudes and knowledge's of their future life.

The aims of Youth Centre Vojvodina are:

- Presenting the interests of young people
- Dealing with youth problems within the society
- Presenting and supporting organisation members
- Supporting youth initiatives on a local level

Balkan Idea:

BalkanIDEA Novi Sad is part of BalkanIDEA network, with the goal of promoting: the idea of United Europe, support the efforts of students and youth of South East Europe to enter the Society of European Nations; Respect of the cultures and tolerance between peoples, of South East Europe, European Union, as well as the Europe in whole; Democratic values, civil society, personal and civic rights and active participation in social and political life; Greater mobility between students and youth, more suitable regime for visas and open borders; Values of the peoples of South East Europe, Balkan-Info and Balkan-propaganda; Balkan countries in Europe and the world.

Jeunesse et Reconstruction

Jeunesse et Reconstruction is a youth organisation, that was created in 1948. The organisation was created with the aim to develop youth exchanges, through the means of international voluntary workcamps.

Jeunesse et Reconstruction exchanges volunteers with partner organisations located on the 5 continents, for short and long term projects.

Type of activities organised by our association : short term exchanges of volunteers, long term exchanges of volunteers (as the French national committee of the I.C.Y.E. Federation since 1987), training of camp leaders (for international work camps), organisation of seminars and trainings (for the long term programme, for volunteers going to Third World countries),

Center of Youth Voluntary Activities - DEINETA

The organization was established in1988 as a union of several student clubs. CYVA (Deineta) is an independent non – political voluntary service organisation fully responsible for its budget and interior structure. We organise

international short term youth and teenagers voluntary camps in Lithuania and also send volunteers abroad to our partners' international projects. In 1999 in close co-operation with the ICYE (International Cultural Youth Exchange) Federation and Eastlinks CYVA joined the EVS programme. The main aims of our activities is to promote international co-operation and understanding between young people from different countries and different cultures, to put in practice their own voluntary ideas, to provide opportunities for young people who without distinction as to race, language, religion or social status, wish to acquire cross cultural skills and gain international experience for their personal and professional development.

United Nations Volunteers (UNV):

United Nations Volunteers (UNV) program is a UN organization that supports human development globally by promoting volunteerism and by mobilizing volunteers. It started operations in 1971, headquarters are in Bonn. UNV is administered by the UNDP and operates amidst growing recognition that volunteerism makes important contributions, economically and socially, to more cohesive societies by building trust and reciprocity among citizens. In 2003 over 5600 volunteers served in 144 countries. 18 volunteers are presently in service in Albania.

Stowarzyszenie Promocji Wolontariatu

Organising voluntary programs in Poland – running 28 short term projects during the summer; Handling international exchanges of volunteers – 500 volunteers a year. Co-ordinating activities of voluntary service organisations within eastlinks – Regional network of voluntary service organisations of central eastern Europe; organising seminars training courses, study tours.

Active membership of coordinating committee for international voluntary service, Alliance of European Voluntary Service Organisations, INFOYOUTH Program, - UNESCO

Afternoon session

Presentation of organizations continued after lunch.

Maailmanvaihto – ICYE Finland

Maailmanvaihto is a multicultural, multifaith youth exchange organisation. Its aims and objectives are to enhance peace and understanding between different cultures and nations through promotion of youth exchange activities. It has a bilateral long term voluntary service program with 30 countries, which represent 5 different continents. Main emphasis is on longterm voluntary service programs.

- ICYE Finland organises three camps during the year and other activities for the volunteers, for example, anti-autumn depression weekend in November. Most of the activities are organised and run by the ICYE co-workers with the cooperation of the ICYE Finland office.
- ICYE Finland has got two paid staff members working in the office and over 400 members, of which about 30 are actively participating and helping as co-workers.
- ICYE Finland is a member of the International Federation of National Committees in the International Cultural Youth Exchange Organisation.

Grenzenlos - ICYE Austria

Grenzenlos is a non-profit and non-governmental Organisation, our main aim is to promote world - peace and tolerance through international non-formal education programmes, that combine cultural integration with engagement in non-profit initiatives worldwide. Since 1996, Grenzenlos participates in the EVS. 1998 it became the implementor of the EVS MELANGE special event project, which resulted in a partnership between EVS organisations and municipal departments. In 1999 the focus was set on the increase of mobility for handicapped, the opening of volunteer actions in Eastern Europe, and maximizing inclusion of disadvantaged youth; e.g. youngsters from migrant background or long term unemployed. Since 2001 Grenzenlos offers additionally, short term programmes such as workcamps, youth encounters and practical training.

In the European context, we have a special programme called MELANGE, which is strongly supported and funded by the City of Vienna. Within MELANGE, we organise YOUTH activities on behalf of the City of Vienna, mainly EVS. Each year we send and receive an average of 30 young people each, plus short term exchanges. Our main priorities are working with disadvantaged youth (e.g. handicapped people, young migrants, long term unemployed,...) and exchanges with countries in Eastern Europe, Southern Eastern Europe and the Mediterranean Basin.

ICYE - International Federation:

The Federation of the International Cultural Youth Exchange, which comprises 35 National Committees and four regional bodies, is a non-profit NGO, registered in Germany and with headquarters in Berlin. ICYE promotes short and long-term youth exchanges combined with voluntary service activities. ICYE enhances youth mobility and intercultural learning through exchange programs, study visits, training and issue seminars.

The ICYE Federation maintains operational relations with the UNESCO and has consultative status with UN-ECOSOC. It is a full member of CCIVS. Through the ICYE European Association it cooperates with the Council of Europe and is also an active member of AVSO and of the youth Forum of the EU.

Vedanta Institute

The Vedanta Institute has been established in 2003. The Institute has regularly carried out seminars on topics such as civil rights, history, psychology, archaeology and special courses on current themes about the EU, quality of life, ecological agriculture, healthy life and living with nature. Our youth section promotes the YOUTH Program and also organizes regular volleyball and basketball sessions for its members. Sometimes they also go for walks in the mountains and countryside. Institute Vedanta - Youth Section is an observer member of the Youth Council of Ljubljana. The Institute has been established in year 2003. The Institute for Complementary Science and Intercultural Studies Vedanta is also focused on different research like "The effects of war on the Western Balkans", and "Cosmology & Culture" in cooperation with partners in Oxford, UK.

In the second part of the afternoon the theme **“The Situation of Youth and Youth work in Western European and South East European Societies”** was introduced by Darko Mijatovic a coworker of Youth Peace group Danube.

He continued explaining the situation of young people in Vukovar. Separation of Serbs and Croats is still strong and the local government is not doing much about it, neither for promoting youth work nor providing resources to local NGO's dealing with this important work. YPGD has anyway succeed to bring Serbian and Croatian youngsters together and the results are promising. Bringing together different ethnic groups can put stronger pressure to the local government than each NGO fighting alone. The situation in Vukovar is quite unique in Croatia since the town was hit worst by war and everyone has personal traumatic experiences as the whole town was destroyed during the war.

After some questions and comments by participants Domagoj Kovacic from Croatia gave a lecture on the situation of youth in his country, explaining that the war in the 90's had destroyed all social structure of the country. The Collapse of communism, war and nationalism and later on changing to capitalism and democracy has left a “society without values” and it makes any voluntary and youth work difficult since the value of such activities is not recognized. Youth faces many troubles in Croatia, mainly lack of resources even in the formal education level, unemployment rate is high (about 40 % among the young under the age of 30) and youth work is missing support as well from the government side as from the society. Young people do not have any influence on politics. There are more opportunities for young people in Zagreb than in other parts of the country.

After coffee break Andrija Vrdoljak told us about the situation in BiH, which is quite similar to the one described for Croatia, but even aggravated due to a strong separation of ethnical groups and the quite complex administrative system in the different regions. The cooperation between the groups is slowly improving in the economic area and hopefully will continue in other areas as well.

After this introduction session we split in two discussion groups to analyse and discuss the situation of young people in EU and SEE countries as well as the circumstances of youth work in these regions.

The tasks were given as follows:

- what does it mean to be a young person in my society?
- What should be our main work priorities as youth NGOs?
- How can the EU YOUTH PROGRAM contribute to our work and what does it mean to young people in our countries?

After one hour we gathered in plenary and the working groups results were presented as follows:

Working group A

(Andreas, Maja B, Ivana K, Petar, Ivana, Jelena, Agata, Lucie, Meri)

1. Being a young person in my society means...
 - Different in SEE and EU
 - SEE: informal education is not recognised, not given any priority or value
NGOs are not taken as serious partners
youth hardly is heard or mentioned in politics
 - EU: it is a more important part of young people's education and such experience is sometimes even looked for in CV
 - NGOs in EU have a better stand within society and can cooperate with institutions on a more equal basis
2. Our main priorities as youth NGOs are/should be:
 - Motivate young people to volunteer and become active citizens
 - Inform about voluntary values and promote them
 - Involve local communities to demonstrate the value of our activities for young locals
 - Include young people who are not members of associations
3. Youth program means/contributes to us:
 - Finding support for new relevant youth activities
 - Possibility to include young people with less financial means
 - Credibility
 - Legal/financial frame
 - By doing YOUTH projects we have something to offer as NGO's which strengthens our position in society

Working Group B

PART I

We have continued commenting the conclusions in the work group about the situation of youth in western EU countries comparing with the SEE countries.

The first group compared the Balkan countries with Finland, Austria and the Basque Country:

- Young people in urban areas have more possibilities: job, spare time, travelling, etc. than the rural youth.
- In western EU countries the government takes more responsibilities of the situation of the young people.
- Young people are passive towards party politics.
- Young uneducated people have always difficulties finding a job.

Daily report: Saturday 11 December 2004

The morning session started with the group dynamic “Gordian-knot” proposed by one of the participants. In two circles, we give the hand to two different people in front of us and then, we had to try to untie a huge knot of hands and arms.

After that Mr. Andreas Schwab gave a general introduction to the EU Youth Programme. He introduced the three main components of the EC Youth field: Socrates (education), Leonardo (vocational training), Youth (non formal education). The following issues were explained in-depth:

- What is considered as Action I, II, III, IV, V
- Who can participate
- Which Actions concern SEE (I, III, V)
- Which are the programme countries
- Objectives for co-operation with SEE region
- Which are the SEE third countries
- Rules for activities with third countries
- Youth programme co-operation with SEE so far
- Definition of structures and projects in support of developing youth co-operation with SEE
- Future perspectives for the EC Youth programme (Youth in Action 2007-2014): budget of 915 million euros; change of participant’s age (13-30); new opportunities for the Balkans countries (SEE NGOs will have the possibility to directly apply for Action I, II, V).

After this general introduction and overview, examples of practice of the YOUTH Actions relevant for EU-SEE cooperation were presented as follows:

EXAMPLES OF PRACTICE: ACTION 1

1. Nacrtaj mi Osmijeh – Draw me a smile:
 - Background: The Croatian NGO Draw me a smile was funded in 2001 in co-operation with the French NGO Dessine moi un sourire. It is based in Zagreb but their activities take place in several villages (Sunja...) which had been very affected by war. It works with 3 to 16 year old children and offers training to animators that will work with the local children.
 - Action 1 project in 2004: The co-ordinating French NGO applied to its national agency for funding of an Action 1 project in Croatia that took place in the summer of 2004. This Action gathered 60 animators from six countries: France, Croatia, Spain, Italy, Macedonia and Bosnia and Herzegovina. The 60 animators first had a preparation meeting in spring to set up the activities for the summer. Exchanges from this meeting showed that there were cultural differences in the ideas of animation and working with children. In the summer, the activities were carried out in Croatia for one month: animators stayed one week in each place, mostly in local schools. The activities they proposed for the local children included: art, music, drama, circus, fashion and design and theatre workshops as well as sport activities. They also presented several performances they prepared with the children to the local communities. The aim of this Action was to promote tolerance (children were from 5 different ethnic backgrounds), teamwork, solidarity, respect of human rights, to build initiative and to know different cultures and countries.
 - Positive conclusions from the action: This youth exchange created a large positive impact on three levels. First of all, between the animators (preparation meeting), between the animators and the children (animation activities), between the group and the local communities. As Victor Hugo would say “What moves the world is not machines but ideas”.
2. Action 1 in Wales: An Action 1 project will be carried out in the United Kingdom in February 2005 to promote intercultural exchange between participants from the United Kingdom, Croatia, BIH and Kosovo.
3. Action 1 project in Vienna: The participant from Austria presented the project that her organisation had built: a bilateral Action 1 project with Finland. The Action brought together second generation immigrants from both countries to exchange by exploring hip hop styles. Her organisation worked together with youth centres, providing them support and helping them find the right partners for the project.
4. Itinerant Action 1 projects: Another example was given of a project that brought together participants from Norway, Denmark, Sweden, Serbia, BIH and Croatia, that did not take place in just one location but that allowed them to visit different locations, natural parks, etc.

Presentation of an Action 2 project:

Aleksandra Zekovic introduced the multilateral EU SEE EVS project on refugees human rights and reconciliation which presently is carried out among 15 EU and SEE partner organisations, coordinated by ICYE International Office.

To provide participants with information on what EVS can mean for the respective participants, a role game was presented as follows:

The representative from the Vukovar City Council invited several members from the local and international press to a press conference that would answer all of the questions that the local population has concerning the presence of two young ladies in the city, also known as “volunteers”. The two volunteers, Ivana Volf and Magdalena Schrefel, easily answered our questions and opened their hearts to the press:

How did you find out about EVS?

- *Magdalena Schrefel:* Since I was 15 or 16 years old I had been interested, mainly because I have a cousin that applied, so on my last year of high school I started to better inform myself about the programme.
- *Ivana Volf:* I learned about it through a friend.

Why did you decide to come here?

- *Magdalena Schrefel:* My first choice was the Baltic area, but I had the chance to come to the Balkans, so why not?

How were you prepared for this experience?

- *Ivana Volf:* In Serbia there is no YOUTH National Agency, so it is my sending organisation (Balkan Idea) that prepared me. I also did research on the internet to know more about the place I was coming to.
- *Magdalena Schrefel:* I participated in the pre-departure training, around three weeks before travelling. As I had so little time to prepare for the trip I didn't have enough time to do research on the country.

What was your first impression of the country?

- *Magdalena Schrefel:* The first week was strange, mostly because the volunteers that had come the previous year were leaving so I spend the first week in farewell parties. I was picked up at the airport by a German volunteer who explained a lot of things to me and that helped me a lot.
- *Ivana Volf:* I got a good impression in the beginning, even if the first week is had, you don't know the language or the people, but the other volunteers helped me.

What was the first activity you did in the organisation?

- *Magdalena Schrefel:* Getting to know the projects.
- *Ivana Volf:* Working with kids

And now what are your main tasks?

- *Magdalena Schrefel:* Mostly office work, contact with the other organisations, writing projects, cooking.
- *Ivana Volf:* Working with kids.

How do you learn the language?

- *Ivana Volf:* I take courses two times a week, 1 and a half hours each time.
- *Magdalena Schrefel:* I learn in an informal way, mostly the people from my hosting organisation force me to learn by always speaking to me in Croatian.

How much pocket money did you have?

- *Ivana Volf:* 140 € per month
- *Magdalena Schrefel:* 190 € per month

Where do you stay?

- *Ivana Volf and Magdalena Schrefel:* In a house we share with other volunteers.

What has been the greatest conflict with the host country's culture?

- *Ivana Volf:* People are not very organised and always late for work.
- *Magdalena Schrefel:* It has been easy to adjust, I have had conflicts only with some people.

Who supported you and how?

- *Ivana Volf:* My sending organisation, my friends and my family.
- *Magdalena Schrefel:* My sending organisation whom I'm still in contact with, and my mentor here.

What has been your greatest learning experience?

- *Magdalena Schrefel:* making rakija.
- *Ivana Volf:* The language learning and all the work that I have been doing that has taught me a lot of things.

How do you think this experience will contribute to your personal and professional life?

- *Magdalena Schrefel:* When you travel as a tourist you only see other cultures briefly, but when you live this experience you get a better look at a culture and it also helps you to think about your own priorities in a different way.
- *Ivana Volf:* I think it's a great challenge to adjust to a new country, culture and language. To succeed in this challenge helps you in your professional and personal life, you also bring back a lot of memories. I think this experience changes everybody.

Afternoon Session

(Lecture by Fatima Smajlovic from UNV – BiH on River SEE programme:

Mrs. Smajlovic gave a lecture about the River SEE programme and the importance of volunteerism in the UN Millennium Development Goals.

She explained that RIVER means Regional Integration through Volunteer Exchanges for Reconciliation of SEE. First she told us about the general background and context of the project and the area of intervention & objectives. RIVER SEE is a UNDP program and UNDP rely on the potential of volunteerism for confidence/ capacity building and contribution to reinforcement of MDGs (increased social capital, economic productivity, environment protection and regional reconciliation).

Neighbour relations in the Region have been badly ruined by conflicts, wars, fear, hatred, causing prejudice and mistrust and the relationships must be rebuilt again with the help of volunteerism.

The problems SEE countries face, can still contribute to instability and are affecting the path toward the EU.

The programme includes seven countries at the moment, which have all together 59 million citizens.

One point of the project is that the people would start to value volunteerism. After the RIVER SEE presentation Mrs. Smajlovic told us things about see sees important to take in consideration when thinking about how MDG should be seen in volunteer work. It is important to understand that there can be poverty both in developed and undeveloped countries.

Participants asked questions and a discussion arose on the major problems which young people face in the SEE region and how RIVER can help improve their situation.

A representative of the team thanked Mrs. Smajlovic for her interesting input and she was given a warm applause. In the following coffee break participants approached her with further questions.

Workshops on: Developing YOUTH Programme Action 1,2 and 5 Projects:

In the second part of the afternoon session, the team gave an introduction to the following workshops as follows:

Participants were asked to choose a workshop on Action 1, 2 or 5 according to their interest. The workshops should start from defining priority themes for YOUTH programme projects which could be of interest to the participants and their organisations. They would have 3 sessions to elaborate projects and learn how to fill in funding applications for an Action 1, an Action 2 or an Action 5 project.

Daily report: Sunday 12 December 2004

Morning session:

The morning session continued with the work done for elaborating model projects concerning Action 1, Action 2 and Action 5. In the second half of the morning session the working groups presented their results as follows:

Action I:

The first group's work was presented by Beate: A youth exchange which will be taking place in Ulcinj, Serbia and Montenegro on the topic of xenophobia:

In the group which worked on Action 1 were Lucia, Maya, Maya, Saskia, Meri, Ivana and Beate. The group work started with collecting ideas of different issues and themes, which we deem to be priorities for young people in EU and SEE countries and which we are committed to. These issues were xenophobia, HIV and Fair Trade. We were electing and agreed on the issue xenophobia.

Our Action 1 project would involve 8 countries (Albania, Austria, Bosnia Herzegovina, Serbia Montenegro, Croatia, Slovenia, Finland, France). It is an multilateral youth exchange with partner countries (former third countries). We planned to hold it in September with around 40 persons. Each organisation should send 5 volunteers, one leader, two to three disadvantaged youth (minorities, second generation immigrants) and one to two volunteers.

The idea is that they work together for ten days on the themes immigration, integration and reconciliation. The project takes place in Ulcing in Montenegro at the Albanian Border.

Up to April the organisation in each country looks for participants. The leaders prepare the participants. During the project each organisation is invited to present the history of their own countries and the problem of immigration and integration of foreigners there. They prepare a small film or a small sketch, which includes the history of the country.

Before the start of the project the leaders meet in July for preparing and fixing the project.

At the beginning of September the projects start. The first day will be to get to know each other and a small role game. On the second day the organisations will present each other. On the third an expert is invited to speak in front of the group about the problem of immigration and integration of minorities. The fourth day is dedicated to reconciliation. On the fifth day an excursion is planned to visit an immigration centre in Montenegro.

The next following three days are dedicated to rehearsals for a theatre piece or small sketches, which are presented to the population on the ninth day. On the last an evaluation on the youth exchange is planned.

We also had the idea to make a film, which will be finished after the youth exchange.

The estimated budget of this youth exchange would be 23 800 Euros.

Action II:

Andrija Vrdoljak from Youth Center Livno presented the project this group has done. It is a program entitled *Everything about Youth* which consists of 6 separate EVS projects linked with art, culture and youth leisure as common themes. An example description of one of the host placements was elaborated as follows:

Bosnia and Herzegovina

The volunteer will be involved with two big projects related to protection and preservation of the natural habitats. Livno karst field and River Sturba. He/ she will be giving support during the different events related to these two projects. This means that he/she will be closely working with the ecowork section of YCL. The tasks will include: support during the organization and promotion of a workcamp on the river Sturba, field visits with experts and other YCL volunteers in the area of Livno karst field, video and photo production, reporting. Promotion of YCL and municipality of Livno through different creative ways, including short presentations organized for the local Youth in Livno's high school. The volunteer will be provided with training on YCL environmental activities and YCL activities in general. He/she will be trained in map reading, GPS usage, digital video and photo training, as well as how to present YCL.

Finland

One EVS volunteer would be hosted by the municipality of Haukipudas in Finland. The task of the volunteer would be to work with the youth worker in the youth centre. The activities in the youth centre would include organizing activities incl. Cooking, playing, dancing and travelling with the young people, language training etc. The volunteer works as a help for the youth worker. He/she will not have to be alone anywhere. Guidance and on-the-job training will be provided by the youth worker.

Poland

Educational Boarding Center for Youth

Volunteer tasks:

Helping staff in taking care of children

Leisure time: excursion, games, etc.

According to interest of volunteer - > classes for children (ex. Art, music, etc.)

Helping children in doing homework

Support staff in preparing festivals, plays etc.

Lithuania - Rumsiskes open air museum

Rumsiskes is not only a museum where not only you can visit the traditional way of living of Lithuanian inhabitants. They also have cultural activities, festivals etc. Where the volunteers would help organizing, as well as trying to involve local community, quiding tours, organizing workshops, preserving the museum etc.

Lithuania - SOS Center for Children without Parental Care

Volunteer tasks: The Volunteer will work as an equal partner of the team, altogether with the regular staff. The volunteer will participate in playing and doing activities with children. Activities can include any type of non-formal education depending on the skills and interests of the volunteer, painting, drama...

He/she can help the staff in regular activities of the center – doing homework with the children.

The volunteer will, also be free to develop his/her own projects with children.

Working week will include 5 working days with weekends free, but the timetable can be adjusted according to the volunteers needs

Croatia

One volunteer from EVS would be hosted in the VCZ office in Zagreb. His/her main tasks would be to help organize work camps in Croatia and also to help leading them – through these activities the volunteer would be involved with youth and support and contribute to the local community. The volunteer would also, while at the office, assist the office staff, like in recruiting new volunteers, transferring his/her knowledge onto them, help leading and organizing workshops, attend seminars, and write reports. The volunteer would get the chance to learn a new language and new culture and also gather new information and contacts that he can present in his sending org.

Action V:

Domagoj Kovacic then presented the third group ´s work which resulted with a plan for a study-visit to Finland in December 2005. This study visit would involve 6 countries of which 3 from SEE (Croatia, Serbia and Montenegro, Bosnia and Herzegovina) and 3 from EU (Finland, Sweden, Lithuania). One participant from each country will come from a non-governmental youth organization and the other one will be representative of a municipal youth service agency. The number of participants is 18 plus 3 trainers, speakers, support staff, etc. which sums up to 21 in total. Duration of the study visit is 6 days.

The aim of the study visits to improve youth organisation development in participants' countries. We would like to get familiar with good practice examples of relations between local government and youth organisations and try to apply it in communities where such relations are not developed (specially in SEE countries). Animation of local government in future YOUTH project.

Total grant requested from the YOUTH programme would be 13204 euros.

Afternoon session

Workshops on Elaborating a Project Budget for Action 1,2 and 5 projects

After the presentations were finished Andreas Schwab gave an overview of funding rules for Youth Exchanges, EVS and activities under Action 5 according to the YOUTH Programme's Users Guide. Every different item included in the budgets was analysed and explained.

The task for creating the budget for the 3 projects mentioned above was given to the 3 WG. The rest of the afternoon session was spent on creating the budgets and planning the implementation of the three projects developed under the three actions. After the groups have finished, the work was presented in the plenary session. Earlier than expected the groups managed to create complete and exact budgets (the group on Action 1 came up with a planned budget of 23 800 euro, the second group's budget planning for an EVS project was 66 421 euro)

Neither of the groups had experienced major problems with creating the budget which was thanks to the on-going explanations of the more experienced group members and tutors.

For the rest of the afternoon, we gathered again in same working groups, with the task to simulate the implementation of our projects, and to carry out some basic management tasks needed for that, such as: elaborating a daily programme for the Action 1 and the Action 5 projects as well as a timetable, which would define which tasks would be carried out by whom and when.

The EVS group had the task to develop a project cycle, and a task distribution for a multilateral EVS project.

At the end of the day, we had a mid-term evaluation which was held in a round, asking participants on their feelings regarding the programme, the results as well as the atmosphere at the training course in general. Most participants expressed their satisfaction with the programme and the results so far and mentioned in particular the good group feeling, which had been developed in short time.

Daily report: Monday 13 December 2004

Morning session:

The Morning session started with an introduction to the training elements of an EVS project such as Pre-departure and On-arrival training and Mid-term and Final Evaluation. The team then presented a document concerning the training of volunteers within the framework of YOUTH Action 2 (European Voluntary Service),

which had just recently been disseminated to responsible staff in the National Agencies, National Coordinators, SALTOs, as well as organisations, which provide EVS volunteer training.

The purpose of this document is to continue efforts by the National Agencies, the Commission and the experts active in the area of training for EVS volunteers, with regards to a coherent and connected approach for the training provisions offered to EVS volunteers.

The document outlines observations from current training practices in different strands of the Action, followed by minimum standards gathered for each of the four training formats currently known within the EVS project life-cycle. Both, guidelines and standards offer an orientation on the overall present situation and indications that help connecting the different phases of training as part of the continuous learning process of the individual young volunteers participating in the YOUTH programme.

The Minimum Quality Standards are relevant as of 2005. They are not part of the regular rules and conditions for project support within the framework of the YOUTH programme. They are meant to facilitate, guide and stimulate the development of the training provisions currently in place or to be established. The participants received the document as handout (see annex) and split in two groups with the task to read, discuss and summarize the main contents of each training session to the plenary.

After the coffee break the document “ Rights and Responsibilities of Host organizations, Sending organizations, Mentors” was presented (see annex) and participants split up once again with the task to go through this document, clarifying questions and summarizing the main points.

This was done and presented to the following plenary session as follows:

RIGHTS AND RESPONSIBILITIES OF THE HOST ORGANIZATION

1. Open policy for recruitment of volunteer
2. Every possible effort for integrating the volunteer to the host organisation and community
3. Must inform/help with visa procedure
4. Sign the tripartite agreement (HO/SO/Volunteer)
5. Provide / organize on-arrival-training and language course
6. Inform volunteer about changes in project / work schedule
7. Administer funds and pay pocket money.
8. Provide board and accommodation
9. Agree with volunteer about free days / vacation
10. Complete final report (narrative and financial)

After a brief introduction to conflicts of interests and disagreements which frequently arise in EVS projects, we prepared a role play about a problem between a volunteer and a host organization concerning the language barrier. We brought up three different kinds of situations and three different kinds of solutions to those problems: finding a mutual language, learning each others languages or to use an outside interpretator.

Afternoon session:

After lunch we were welcomed by Gordana Sremac of The Vukovar Institute for Peace Research and Education - VIMIO, at the office of VIMIO in the Center of Vukovar.

She explained that VIMIO is a non-governmental, non-profit, humanitarian association of citizens with the status of a legal entity; the establishment was on October 16, 1999 in Vukovar.

The members and users are persons with different ethnic and religious backgrounds, and they gathered in order to contribute to the process of reconciliation, trust establishment and the creation of inter-ethnic dialogue.

Gordana Sremac gave the group an insight in her fields of work with youth and children, mainly focussing on the program called «Vukovar together» (program for secondary schools pupils):

- Creation of Mini-Info centers in schools, 4 participating schools, pupils and teachers of technical schools installed the info centers in all schools, purpose: information, entertainment, self-responsibility
- Education for young journalists: workshop with professional journalists, since then 3 youth newspapers published
- Computer education: for in total 50 youngsters from 5 different schools
- Lectures for youth: once a month lecture by professional on subjects that the youth group demands (HIV, drug abuse, contraception, job orientation,...)
- Day of kid's rights: joint action of kindergardens, schools, NGO's and some governmental institutions



In the following discussion participants asked a number of questions related to the situation of young people and the segregation which continues to be one of the major concerns in Vukovar.

We then visited the premises of Youth Peace Group Danube and were given an introduction to their work and had a talk with the people working there. Dejan Tubic presented his organisation as follows:

YPGD is active since 1995, officially registered as NGO since beginning of 1998, currently 15 active members, who organize happenings which cater for approx. 10.000 ppl a year

Headed by a president, executive board with 5 members as decision making body, both elected on a yearly bases. Mission: to contribute to reconciliation through youth education, create a future for young people in Vukovar

Current projects:

- Civic education project (Form a group of pupils of one Serbian and one Croatian school, educate them in active citizenship, final project)
- 3 working camps in summer
- Summer University 2005: 50 people from all over the world for two weeks in Vukovar, to get lectures and have creative courses with big final exhibition
- Volunteer project with dutch volunteers and BOSINO, to rebuild elderly people's houses

Future plans:

- Get more involved in YOUTH program (Action 1, 2 and 5)
- European Youth House: seminar venue and youth hostel for 20 people, which should be a self-sustainable project
- Prolongation of Civic Education project
- Building an eco-section in Vukovar



After a visit to the local museum during which we could see the exposition «the lame god of vucedol»



The evening ended with a pleasant dinner and interesting talks at the local fish restaurant: «Vrške».

Daily report: Tuesday 14 December 2004

Morning session:

IDEA FACTORY

We started with the “Idea factory on EU/SEE Youth projects”. In the frame of the “Idea Factory” a video was shown with the title “Access for all”. It contained a description of EVS Short Term Projects for people with less opportunities in International Work camps. The video was made for the Alliance by “Compagnons Batisseurs France” with the support of the “Youth Programme”. This presentation showed us that there are also other opportunities than the classical Action I, II and V.

After that participants presented their project ideas to plenary and we had an open space in which each of us could contact the potential partners for our future projects. The ideas should then be worked upon and put into the form of a project outline, which will serve as a base for future negotiations among our and new partner organisations.

Afternoon session:

The following presentation showed that this had been a fruitful exercise. A number of projects had been developed and the outlines were presented as follows:

- An Action 1 project had been agreed upon by partners in Austria, BiH, Serbia and Montenegro, Croatia, Slovenia, Finland and France. The multilateral youth exchange project shall take place in September 2005 in Montenegro, close to the Albanian Border, the theme chosen was – Youth Combating Xenophobia.
- Participants from BiH, Croatia, Finland, Poland, Lithuania and Austria agreed upon a multilateral Action 2 project around youth volunteering and local development
- All participants expressed their interest to be partners in a short study visit which would take place in Finland in December 2005, aiming at fostering co-operation between Local authorities and youth NGO's and in which youth workers from NGO's and from governmental youth services would participate jointly.

FINAL ROUND AND CONCLUSIONS

After this the participants were divided into two groups; the participants from SEE and the participants from the EU. The group discussion themes were evaluation of the TC and any other project suggestions that weren't mentioned before.

The participants were given about an hour for group discussion after which we came back to plenary. One representative of each group presented the group's main discussion themes and conclusions.

SEE group main themes and conclusions, presented by Ivana Kordic;

- Possibilities for co-operation between different third countries' regions
- Suggestions for a study visit to France
- The group agreed that the TC was successful and, for the most part, met their expectations

The EU group conclusions and suggestions, presented by Lucia Pouget;

- Suggestions for an international work camp in Croatia concerning fair trade
- Suggestions for a short-time hosting project of several local music bands
- Suggestions for an Action 5; Youth Information, in Finland, with local info-points
- Suggestions for more bilateral EVS projects
- The group concluded that the TC was a success, despite some cultural differences

After the presentations Mr. Schwab expressed his general satisfaction with the outcomes of the TC, and thanked the staff and co-workers of YPGD for their support in the organisation of it. He continued thanking the trainers and

each participant for their contributions and good spirit. The session ended with the participants' filling out of evaluation forms.

The programme of the training course ended with a Farewell - and Christmas party which had been prepared by a team of participants. It included an exchange of gifts and the telling of Christmas tales from the participant's countries in form of role games.



Evaluation Questionnaire:

1. Please identify your 5 (maximum) most important learning points of the Training Course:

- detailed information about Action I,II,V
- information and guidelines about financial aspects in the various actions
- how to develop and run programs with SEE countries
- knowledge about multilateral projects
- clarifying different possibilities of the YOUTH program

2. Has the Training Course dealt with some of your difficulties or weaknesses in developing/implementing YOUTH Action 1 or 2 projects?

- Yes it has: I learned where I can begin when I get an idea which I want to include in a project
- Yes. Especially the last day !
- I have now a broader theoretical base to develop and implement projects

3. Using the 5 statements below, how do you rate your present feelings about participating in future YOUTH programme projects? (Please tick a box)

I feel well prepared *I feel overwhelmed*

1	2	3	4	5	6
---	---	---	---	---	---

Rating Average: 2,2

I feel supported *I feel alone*

1	2	3	4	5	6
---	---	---	---	---	---

Rating Average: 1,8

I have the skills *I am inexperienced*

1	2	3	4	5	6
---	---	---	---	---	---

Rating Average: 2,2

I feel confident to go ahead *I am unsure what to do*

1	2	3	4	5	6
---	---	---	---	---	---

Rating Average: 1,9

I am committed to developing projects *I feel sceptical*

1	2	3	4	5	6
---	---	---	---	---	---

Rating Average: 1,5

4. Were the project visits interesting and useful for you?

Very interesting *not useful*

1	2	3	4	5	6
---	---	---	---	---	---

Rating Average: 1,9

-
5. How did you like the facilitation and input provided – any suggestions for future Training Courses?
- The workshops and all the different interactive workshops were just graet.
 - Everything was good. I am satisfied!
 - The trainers and ths support staff were very helpful in explanations about the YOUTH program.
 - The presentations were sometimes a bit confusing
6. How did you like the logistical arrangements for this workshop (accommodation, organization, food, etc.)?
- Accomodation and meals were more than acceptable, in fact the whole experience in Vukovar was something extraordinary
 - Everything was fine! Maybe next time the training course should be located closer to the airport in order to travel less by bus.
7. Is there anything else you would like to add?
- I am really satisfied with the training course. It has not only given me new skills to develop and implement YOUTH progrmas, but has also allowed me to get new contacts to other organisations.
 - I want to thank the organisers for the great job they have done. I had a very good time.
 - Hope to work with you in the future.

Participants' address list

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Annexes:

Annex I.

PowerPoint Presentation on EU Youth Programme - Opportunities for EU SEE Cooperation

What is the **YOUTH PROGRAMME**?

- Youth Programme 2000-2006 - the EU non formal learning programme
- Targeting young people in 31 programme countries
- Limited access to “third countries”- in priority regions

MAIN AIMS:

- Provide opportunities for mobility and active participation in the construction of Europe.
- Contribute to building a “Europe of knowledge”
- To create a European arena for co-operation in the development of youth policy, based on non-formal education.

Encourage concept of lifelong learning and development of skills and competencies, which promote active citizenship.

EUROPEAN UNION:

Structure of Youth Field

SOCRATES Education	LEONARDO vocational training	YOUTH non formal education
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YOUTH:

Action I: YOUTH EXCHANGES

Action II: EUROPEAN VOLUNTARY SERVICE

Action III YOUTH INITIATIVES

Action IV JOINT ACTIONS

Action V SUPPORT MEASURES

What types of projects does the YOUTH Programme support?

Action I – Youth for Europe: Youth Exchange (15-25) for 2-3 weeks

groups of young people can meet to explore common themes and learn about each other`s cultures.

Action II – European Voluntary Service (EVS): Young people can spend up to 12 months abroad

as European volunteers helping in local projects in various fields.

Action III - Youth Initiatives

People between 15-25 can obtain support to carry out a project at local level.

„Future capital“ - multiply impact of EVS experience

- professional activity start-up
- One-off projects
- personal development

Action IV- Joint Actions bring together Socrates, Leonardo and Youth in complementary activities - not open for cooperation with SEE countries

Action V – Support Measures: Support for activities that consolidate or enhance the benefits of other YOUTH programme Actions and raise the quality of youth projects.

Practical training experience

Feasibility Visit

Contact-making Seminar

- Study Visit
- Seminar
- Training Course
- Youth Information
- Transnational Partnerships and networks
- Support for Quality and Information

Who can participate?

- Young people aged 15/18 – 25
 - Project managers, youth workers, youth leaders, trainers or organisers in the youth field
 - Non-profit-making NGOs
 - Public authorities
 - Others experienced in the field of youth and non-formal education
- European youth organisations which are based in a Programme country and have member branches in at least 8 Programme countries

Objectives for co-operation with South East Europe

- Contribute to peace and stability at the borders of the enlarged EU in South East Europe, by enhancing intercultural dialogue, mutual understanding and tolerance among young people
- Contribute to the strengthening of democracy and civil society by facilitating the integration and active participation of young people, and by developing youth structures and the voluntary sector

Which countries in South East Europe can participate?		
-Albania -Bosnia and Herzegovina -Croatia	-Former Yugoslav Republic of Macedonia (FYROM)	-Serbia & Montenegro (incl. Kosovo)

What are the general rules for activities with South East Europe?

- Only Action 1 (Youth for Europe), Action 2 (European Voluntary Service) and Action 5 (Support Measures) are open to third-country co-operation
- Projects should involve third countries from the same region, i.e. projects with third countries in South East Europe cannot involve third countries from other regions.
- Projects can only be presented and implemented in cooperation with a partner in an EU country
- Activities can take place in any of the countries which are involved in the respective project.

Youth Programme Cooperation with SEE

The Cooperation started in '95 with some SEE countries, enlarged to all five Western Balkan countries in 2000. •The YOUTH programme budget increased from 520 to 605 million after enlargement (for the period 2000-06). Around 7-10% for cooperation with 'third countries' Statistics YOUTH programme with Western Balkans: from 2000-03: around 300 projects with more than 7.000 participants. Around 40% of participants from Western Balkan countries. 60% projects took place in the Balkans.

Structures / Projects in support of developing youth cooperation with SEE

- 31 National Agencies in Programme countries
- SALTO-YOUTH Resource Centre for SEE based at the NA Slovenia
- Large-scale projects: youthNET (Interkulturelles Zentrum), Balkan Youth Project (CARE Austria/Care BiH/Youth Forum), Between the lines of SEE (Community Arts): 18-36 months activity programmes, aiming at developing youth cooperation and networks, running till 2005 (see respective websites for more information – via links at site of SALTO SEE)

Developments - Perspectives for full participation of SEE countries in the YOUTH programme

- Thessalonica summit June 2003 - opens perspective of cooperation in Community programmes
- Framework agreements presently in preparation with all Western Balkan countries
- May 2004 historic enlargement - new borders in South and East
- Croatia achieved candidate status on 18 June 2004
- Macedonia applied for membership
- Phase of preparation 18-24 months - building up admin. capacities
- Signing of agreement of understanding

- Full cooperation on one or all programmes

FUTURE PERSPECTIVES – YOUTH

- The Commission presented proposals for a new programme in July 2004: Youth in Action, 2007-2014:
- Budget 915 million €, ages 13-30,
- Strengthening of co-operation in the field of youth work and political dialogue,
- New Action Youth of the World (focus on neighbours and increase of geographic scope), opening for participation of Balkan countries

Annex II:

YOUTH programme Action 2 – European Voluntary Service

EVS Volunteer Training Guidelines and Minimum Quality Standards

1. Introduction

European education programmes are constantly challenged to prove their potential for an added educational value. They shall promote European awareness, active citizenship and might eventually lead to the shaping of a European identity. They shall encourage young European citizens to take an active role in social action and community development; they shall offer a once-in-a-lifetime experience for personal development. Like the other Actions of the YOUTH programme, the European Voluntary Service (EVS) addresses directly to the individual young person as a learning person. One of its features is a range of training provisions guiding young volunteers through a learning process during their service period abroad. This document takes up the question what should be the framework, the contents, the methods and the possible achievements of training for EVS volunteers. Volunteer training is not a stand-alone subject. Information and support for the volunteer's project, continuous counselling and guidance before, during and after the service period, training for project managers, mentors and trainers add up to a complex set of measures, accompanying volunteers, promoters and organisations all through the experience called European Voluntary Service.

In order to monitor the developments and current situation related to EVS volunteer training the Commission has carried out a study on related documents, previous reports from seminars and conferences tackling the topic of volunteer training and a survey, in which the National Agencies and the European Nongovernmental Youth Organisations (ENGYOs) were requested to contribute with working material they developed for volunteer training. The survey led to a grand collection of different documents, written for different purposes and not necessarily meant to represent an official statement. Nevertheless, it constituted a valuable resource serving as a base for developing the Minimum Quality Standards for EVS Volunteer Training.

Findings from the collected material acknowledge that there is a real variety of providers implementing fairly different volunteer training activities. During the course of their service period, volunteers would often get different types of training offered by different providers. For this reason, volunteer training needs to follow a complex of minimum standards, implemented in a structured learning process, and complementing other support offered during the voluntary service period. The term "EVS Volunteer Training", should be here and after understood as a 4-format concept comprising the pre-departure training, the on-arrival training, the mid-term meeting and the final evaluation.

The aim of this document is to promote a common approach to EVS Volunteer Training through a set of minimum quality standards. The minimum quality standards are based on the conclusions from the abovementioned survey and represent a response of the Commission to the needs and recommendations presented by the YOUTH Programme National Agencies, ENGYOs, EVS training providers, and by young volunteers themselves.

The main objective is to provide minimum quality standards for each of the four formats of EVS Volunteer Training adding up to a coherent approach to training of EVS volunteers. In addition one can find an overview on the current training practices reflecting the variety of EVS project types and activity formats.

This includes training for volunteers in individual EVS projects, in multinational EVS projects, at local, national or European level, in International Cooperation with Partner Countries and the Mediterranean partner countries of the Euro-Med Youth Programme.

2. Volunteer training: overview on current practices

2.1 Provisions, structures and providers

This chapter summarises general findings on the background and framework for EVS Volunteer Training in project practice. It includes observations on the actual EVS project types and implications relevant for EVS Volunteer Training, formats and providers of the training.

One-to-one projects within Programme countries

The majority of EVS activities take place in the framework managed by National Agencies for so-called one-to-one projects with partners and volunteers in the Programme countries of the YOUTH programme. Based on a project agreement between Sending Organisation, Host Organisation and volunteer, National Agencies both at sending and hosting side offer financial support as well as information, support and guidance throughout the entire process of project realisation. Part of the shared responsibility between project promoters and National Agencies is the training for volunteers. It is considered as integral part of the voluntary service period. Project promoters and National Agencies have to ensure training sessions for all volunteers in service. It is obligatory for volunteers to attend the training sessions. National Agencies and promoters follow a common approach for the general features of EVS Volunteer Training. They follow the lifeline of a voluntary service project and guide the volunteer along preparing, entering and completing a service period:

- Pre-departure training (sending country)
- On-arrival training (host country)
- Mid-term meeting (host country)
- Final evaluation / follow-up (sending country)

This setting relies on the existence of National Agencies in the sending as well as in the host country. They would organise the training activities taking place in their country. Due to the large volumes of volunteers to include, National Agencies can opt to delegate EVS Volunteer Training to external organisations, partners at national or regional level. National Agencies often involve former volunteers in the training of new volunteers.

Training events are expected to complement each other, corresponding to the different stages of project development and learning process of the volunteer. One of the characteristics in this system is that different providers deliver training for one volunteer. A volunteer coming from Denmark will receive pre-departure training from Danish trainers and attend on-arrival training and mid-term meeting provided by Slovak trainers. The organisation of the training sessions also varies from country to country, depending on level of establishment, geographical dimensions, numbers of volunteers, existing training structures and the role of promoters for the implementation of EVS in the country.

One-to-one projects with Partner Countries

Project promoters with partner organisations in the framework of International Cooperation follow the same set of training provisions. In Partner Countries the conditions are however different: the number of volunteers is smaller and so is the range of active organisations. There are no National Agencies who would be organising the training events. SALTO Resource Centres become increasingly involved in volunteer training. Project administration and management remains in the responsibility of the applicant only (Programme country). Volunteers coming from Partner Countries to a Programme country, for example from Russia to Denmark, are however expected to join the training offered by the Danish National Agency.

This is possible only for training taking place in the host country. Pre-departure training and final evaluation at the sending side are to be organised on individual basis and in collaboration with the Sending Organisation and local project partners. Volunteers doing a service in Partner Countries can rely on National Agency support only for pre-departure training sessions. On-arrival training and mid-term evaluation are to be organised on individual basis and in collaboration with the Sending

Organisation and local project partners. Projects in Euro-Med partner countries face a similar situation. They are expected to follow the features once developed for training of volunteers in Programme countries, but the conditions are similar to those in another Partner Country. National Coordinators can make a difference by organising joint training activities. One should however bear in mind that for most National Coordinators volunteer projects represent only one of many tasks to fulfil. It is not necessarily their role to cover for volunteer training.

EVS projects with several volunteers, sending and host countries

This strand refers to a whole variety of different project formats with groups of volunteers, including Europe wide and multilateral projects involving several Programme countries and Partner Countries. They are characterised by a common theme and/or area of activity in host projects. There is a defined group of volunteers staying together for the different phases of project implementation and training events. Those would be organised in several “volunteer meetings” including pre-departure training, on arrival training, midterm meeting and final evaluation. The majority of EVS projects with several volunteers and countries are implemented by European networks, ENGyOs and well-experienced volunteer associations. They bring along a number of advantages for offering fairly advanced training activities:

- Projects involving several volunteers and host projects have a joint approach and common theme for their activities. Volunteers share a common interest in a specific area of activity, e.g. environmental protection or working for a specific campaign. There is opportunity for a strong networking within the group of volunteers.
- The different stages of volunteer training take place with the same group of volunteers.
- The different stages of volunteer training are prepared and organised by the same coordinating organisation, often the same trainers.
- Volunteer training does not rely on the offers by National Agencies or National Coordinators. In particular in Partner Countries they can provide adequate training in collaboration with local partners such as members of the same international association.

2.2 Volunteer training - most common thematic areas and recommendations

This section summarises observations on thematic priorities outlined for volunteer training activities. It should be noted that the indications are based on session reports, guidelines, programmes, reports as well as specific statements for the above-mentioned survey. This section refers to training activities provided by 27 National Agencies, several European networks and other NGOs, who helped identifying the general preferences for thematic areas across different project formats. They also helped pointing out topics that appear in several training events. Overlaps or repetitions seem to be a phenomenon of EVS volunteer training. Further in this document, the minimum quality standards will suggest the appropriate type of training for each of those topics.

Pre-departure training

The majority of pre-departure training events are organised with groups of volunteers shortly before departing from their home country to different host countries. Many of them would have a duration of 3 days and involve between 3 and 40 participants.

Most wanted thematic areas

National Agencies, European networks / ENGyOs and other training providers present a similar set of favourite thematic areas for this type of training. The most common ones are:

- Information on EVS, the management of the projects: the project life cycle, the actors, rights and responsibilities of volunteers, sending organisations and host organisations
- Expectations and motivations of the volunteers
- Practical and technical information: insurance, pocket money, working hours etc.
- Intercultural learning, getting prepared for the cultural shock
- Crisis management and problem solving
- Philosophy & goals of EVS, the concept of volunteering

- The 'parcours' of the volunteer, working on identity

Some National Agencies add the following topics to their pre-departure training:

- To be a volunteer and developing the personal project
- Perspectives after the EVS experience, Future Capital
- EVS and EU youth policies

Pre-departure training by several European networks / ENGYO's includes the following additional topics:

- Information on the host country
- Presentation on the host project, the host organisation and the coordinating organisation
- Thematic issues related to the project, e.g. working with disadvantaged people, environmental work, and presentation of working techniques and training methods

Recommendations

The following recommendations for the further improvement of pre-departure training were gathered:

- Provide more precise information on the rights and legal situation of the volunteer (holidays, working timetable, work responsibilities etc.).
- Provide the volunteer with a practical guide to help facing possible problems or difficulties.
- Meet other volunteers that do the same type of voluntary service.
- Invite a former volunteer to illustrate voluntary service reality, share experience and give advice.
- If ex-volunteers cannot be present at the meeting, it might be useful to have an ex-volunteer handbook.
- Have anecdotes and real experiences (especially for the intercultural learning sessions).
- Methods should focus on "learning by doing" activities, in accordance with the background and the needs of the volunteers; focus on experiences and creative learning.
- Organise the pre-departure training at least a month before the departure so that the volunteers have the time to think about their involvement in the project and to cancel their participation if they are not ready to go.

On-arrival training

The majority of on-arrival training events are organised with groups of volunteers shortly after arriving in their host country. Many of them would have duration between 5 and 14 days. In EVS projects involving groups of volunteers a combination of elements from pre-departure and on-arrival training is frequently realised. Before going to their host countries all volunteers would gather for a first meeting dealing both with the individual preparation as well as with joint work on the overall project or theme.

Most wanted thematic areas

Again National Agencies and European networks / ENGYO's and other training providers share a similar set of favourite thematic areas. The most common ones are:

- Information on EVS: philosophy, procedures, actors, project life-cycle, EVS in the hosting country
- Rights & Responsibilities / the role of each partner in the project: volunteer, sending organisation, host organisation and mentor
- Intercultural learning & communication
- Presentation of the host country: culture, political structure, institutions, administrative procedures
- Personal motivation, expectations and fears
- Basic elements of language learning
- The concept of volunteering, to be a European volunteer
- Crisis management and risk prevention

Some training events include further topics:

- Information on the YOUTH Programme and the European Union
- Defining personal aims within the EVS project, skills development
- Insurance issues and emergency cases
- Presentation of the host organisation & of the hosting project (European Networks / ENGYO's)
- Follow-up opportunities, Future Capital

Recommendations

The following recommendations for the further improvement of on-arrival training were gathered:

- Include field visits and outside activities. They are much appreciated.
- Give the opportunity to the volunteers to meet local young people.
- Invite external experts (e.g. from the local community)
- Local environment and community should be used as a resource.
- The discovery of the local environment should help linguistic practices.
- Foresee an individual session with each volunteer to speak about more individual questions or the personal project.
- The volunteer should learn to learn. Provide tools and encourage continuing the learning process.
- Pre-departure and on-arrival training could be given at the same time. There is a benefit in exchange of experience among volunteers coming and going
- The training should take place soon after arrival, even if this is difficult in countries with only few volunteers.

Mid-term meeting

The majority of mid-term evaluation sessions or mid-term meetings would be up to three days.

Representatives of National Agencies and the mentors of volunteers often join the meetings. In countries and/or projects with frequent communication between promoters, National Agencies and volunteers, they are replaced by regular meeting in groups or on individual basis.

Most wanted thematic areas

The most common topics for mid-term meetings by National Agencies, European networks / ENGYO's and other training providers are:

- Project evaluation (organisational aspects, relation between the actors, the activity, the support, the integration into the local community, etc.)
- Presentation of the volunteer's experience, review of his/her expectations and personal objectives
- Me and my project' - how does the volunteer cope with the personal challenges: being in a new country, intercultural aspects, evaluation of the personal development and the learning process
- Planning for the coming months, recommendations for further improvement
- Perspectives after EVS, Future Capital
- Conflict resolution

Some training events add the following thematic areas:

- Intercultural learning
- Presentation of the host project
- EVS philosophy and procedures
- Rights and responsibilities

Recommendations

The following recommendations for the further improvement of mid-term meeting were gathered:

- Ideally, host projects / project supervisors should also meet in order to evaluate the voluntary service activities from their point of view.

- The mentor should be present during the evaluation.
- The volunteer should 'learn to learn'. Provide tools for continuing the learning process.
- Local environment and the local community should be used as a resource.
- Invite other National Agencies to participate to their meetings for better understanding of the EVS philosophy and project practices in the countries

Final evaluation

Final evaluation meetings do currently not belong to the obligatory part of the training activities to be provided. Only 8 out of 27 National Agencies mention organised offers in this respect. In many cases final evaluation is organised on individual basis between a sending organisation and a volunteer. Group meetings for final evaluation usually take place over a weekend.

Most wanted thematic areas

National Agencies, European networks / ENGYO and other training providers are in favour of the following thematic areas for final evaluation:

- Evaluation of the EVS project: practicalities, the activity, the input of the volunteer within the hosting organisation; Evaluation of the project concept and approach
- Perspectives after EVS: future prospects and plans, Future Capital, future possibilities of involvement in project work
- Evaluation of the personal and professional skills and abilities acquired during the experience
- Feedback and recommendations to National Agencies and coordinating organisations
- How to share and disseminate information on the experience made during the EVS project

3. Minimum Quality Standards for EVS Volunteer Training

The aim of volunteer training within the Action 2 of the YOUTH programme and Euro-Med Youth Programme is to provide the young volunteers with continuous guidance and support throughout the long-term perspective of a voluntary service period. Training of volunteers contributes to the education process and the personal development of the individual young person. The volunteer training concept also serves as a mean of conflict resolution, risk prevention and evaluation instrument. EVS Volunteer Training consists of four parts: pre-departure training, on-arrival training, mid-term meeting and final evaluation. All four sessions have the same aim but specific objectives. They complement each other and correspond to the different stages of the project development and the learning process of the volunteer. Many volunteers receive training from different providers. Minimum quality standards have the task to help connecting and harmonising one and another format of training. They indicate which topics and issues volunteers and trainers can trust that they have been covered in the respective training session. They help creating a consequent and coherent covering of different topics at the appropriate project phase, and they help avoiding repetition of subjects over and over again.

Minimum quality standards outline the least that should be covered by a training session. They do not limit trainers and organisers in terms of adding country or project specific features that they deem necessary or interesting for the participants attending their training event. Minimum quality standards clarify what can be expected as achievements from a training session; be it the organisers of the next training event, the project supervisors, the mentors or the volunteers themselves. Training providers can build a connection between the different phases of training while avoiding overlaps of topics and contribute to the creation of a continuous learning process for the volunteers before, during and following their service period.

Pre-departure training

Objectives of the training

Pre-departure training provides the volunteers with information about the YOUTH programme, specifically Action 2 – EVS, project management, project life cycle and the different parties involved. The sessions allow volunteers to share expectations, motivation and also concerns with regards to their future project. It is inevitable to provide information on the rights and responsibilities of all project partners - as well as basics of conflict prevention and crisis management. Volunteers might face various difficult situations during the project. Pre-departure training takes into consideration the characteristics of an EVS project, in which the volunteers would integrate and interact with the local

community in a foreign country, being confronted with different cultures, lifestyles. It is therefore essential to lay the grounds for guidance through the intercultural learning process.

The objective of pre-departure training includes provision of practical and technical information such as insurance, visa, pocket money, or working hours. The volunteers should become aware that the project does not relate only to the very activities they will be doing; moreover the volunteers would identify their involvement as part of an entire project life cycle from preparation until final evaluation and follow-up.

Framework of the training

Training practice up to date indicates an organisational framework apparently serving best the purposes of a

pre-departure training. The following indicators should be considered as "ideal"; adaptation to each and

every national situation as well as project specificity leads to variations:

- *Timing* min. 1 month before the departure of volunteer.
- *Duration* min. 3 working days
- *Group* 5 - 25 participants
- *Venue* residential

Expected achievements of the training

Differences of national conditions, training practices and organisational possibilities will always prevent predeparture training from being identical in all countries. It does not need to. Nevertheless, predeparture training should leave the volunteers to departure with a proper learning achievement in the following aspects:

- Know about concept and framework of voluntary service and its place within the YOUTH programme / Euro-Med Youth Programme,
- Receive basic information about the European Union (policies, initiatives, institutions, etc.) and European developments in the field of voluntary activities of young people,
- Be familiar with the partners in the voluntary service project framework and their role: Sending Organisation, Host Organisation, Coordinating Organisation, Mentor, and where applicable, National Agency, National Coordinator, European Commission
- Know about the rights and responsibilities of all the partners,
- Have shared their motivations, expectations and fears,
- Have received appropriate practical and technical information on visa, residence permit, legal status as a volunteer, insurance, contract, pocket money,
- Understand the meaning of intercultural learning and be aware of the ongoing intercultural learning process,

- Have received guidance or at least hints on crisis management,
- Be aware of that the voluntary service project is not only the activities but the whole project cycle from the preparation to the final evaluation.

On-arrival training

Objectives of the training

The main objective of the on-arrival training is to introduce the volunteers to host country and project environment, giving them the ability to cope with the situation around the service placement. On-arrival training supports the volunteers in adapting to cultural and personal challenges. The training allows volunteers to get to know each other, to build a network, to meet up and stay in touch.

At the same time, it equips the volunteers with skills for good communication, be it in aspects of intercultural learning or actual language. An introductory language course helps the volunteers to communicate and to integrate faster in the hosting community. The training helps the volunteers to become aware of the cultural differences and the different models of behaviour. The training is also a time for the volunteers to plan the coming months and to set their own personal goals towards the voluntary service project.

If volunteers have already spent time in their host organisation, they exchange their first experiences and clarify questions related to their project.

Framework of the training

The following indicators describe the most common operational framework for on-arrival training. Conditions and training practices again determine variations:

- *Timing* within 4 weeks after the arrival of the volunteer
- *Duration* min. 5 working days
- *Group* 5 - 25 participants
- *Venue* residential

Timing is a key factor for on-arrival training. Too much flexibility, e.g. because of organisational constraints are fatal. If the on-arrival training takes place long time after the arrival of the volunteer, it will appear as a meaningless appointment.

Expected achievements of the training

Considering the national conditions, working realities and training practices, on-arrival trainings will not be and shall not be identical. Nevertheless, on-arrival training should leave the volunteer with a proper learning achievement in the following aspects:

- Have received information on the host country: history, political and social situation, key aspects of the host culture,
- Have received information on structures of former EVS volunteers in the host country,
- Be aware on how to deal with cultural differences and with conflicts,
- Be familiar with the role of each partner in the project and her/his own rights and responsibilities,
- Know the basic communication phrases in the host country language,
- Know the meaning of being a volunteer,
- Have identified clear goals and ideas towards his/her voluntary service project.

Mid-term meeting

Objectives of the meeting

The mid-term meeting allows volunteers to evaluate their experience so far and to reflect on the project activities. Mid-term evaluation is an essential tool for risk prevention and crisis management, especially in long-term projects like a voluntary service abroad. In this respect the meeting facilitates a conflict resolution - if necessary! Mid-term meetings are not necessarily "only" crisis meetings. Volunteers share as well positive experiences and find further motivation from other volunteers' reports about their activities.

The meeting provides the opportunity to learn from everybody's "EVS story". The meeting enables the volunteers to work on developments and/or further improvements in their projects. This includes the "What next", dealing with the volunteer's perspectives beyond the project. Already at this stage volunteers should have access to knowledge about future possibilities, such as Future Capital.

Overall, the mid-term meeting should offer a relaxed and informal atmosphere so the volunteers feel comfortable to share and say whatever is important for them.

Framework of the meeting

The following indicators outline the most appropriate operational framework for mid-term meetings. Conditions and training practices again determine variations:

- *Timing* min. 2 months after on-arrival training and max. 3 months before project end,
- *Duration* min. 3 working days
- *Group* 5 - 25 participants
- *Venue* residential

The nature of the event as a meeting with other volunteers is essential for this event. Volunteers go to mid-term meetings long enough after their arrival in the project, so that they have enough experience for reviewing the project situation, as well as soon enough before the end of the project so that there is time for turning ideas for improvement still into the ongoing activities.

Expected achievements of the meeting

Considering the national conditions, working realities and training practices, mid-term meetings will not be and shall not be identical. Nevertheless, mid-term meetings should leave the volunteer with a profound learning achievement in the following aspects:

- Have done a personal evaluation of the individual project and reflected on the scope of activities,
- Have shared personal experiences (being part of community life, living within a different culture, using the language, having found new hobbies, discovered places),
- Have identified problems, difficulties, conflicts faced or about to face and consequently received satisfying support and clues on “next steps” to solve problems,
- Have worked on an individual action plan referring to the further development of the individual project(during the project),
- Have received information and guidance on what is Future Capital (philosophy, formal criteria, content) and how/where to apply,
- Enjoyed the meeting and have relaxed and freed their minds.

Final evaluation

Objectives of the meeting

The final evaluation of a voluntary service period plays a significant role in the project life cycle. It focuses on bringing together volunteers and their sending organisations to conclude the project, to look back and reflect on what happened during the project. The framework of the evaluation enables participants to address the actual realisation of the project: aims, objectives, motivation, expectations, actual activities, self-initiative, own project development, learning aspects - very much the volunteer's contribution to the "action" in the host organisation. One topic is the personal support and supervision provided, hence the overall pedagogical approach within the project, both from host and sending organisation. The volunteers and the sending organisation assess their communication and the support provided by the sending organisation to the volunteers during the service period.

A key question addresses the learning effect of the service period. What is it that the volunteers bring back to their “home” community? The final evaluation meeting facilitates the “home” reintegration of the volunteers, guiding onto the next steps: involvement in voluntary work back home, preparation of a Future Capital project, contact with national structures of former EVS volunteers etc.

Last but not least, the meeting asks the volunteers to share experience and to contribute with recommendations referring to the qualitative development of future voluntary service projects.

Framework of the meeting

The following indicators outline the most appropriate operational framework for final evaluation meetings.

Conditions and training practices again determine variations:

- *Timing* max. 3 months after end of the service period,
- *Duration* min. 2 working days
- *Group* min. 5 participants; the sending organisation should at least be represented
- *Venue* residential

Expected achievements of the meeting

Considering the national conditions, working realities and training practices, final evaluation meetings will not be and shall not be identical. Nevertheless, final evaluation meetings should leave the volunteer with a profound learning achievement in the following aspects:

- Have evaluated the entire project life cycle together with the Sending Organisation, including the cooperation between the volunteer and the sending organisation,

- Have reflected specifically on the service period: activities, own projects, personal contribution to the host organisation and the host community, personal support and supervision obtained, the overall pedagogical approach of the organisations involved,
- Have assessed their learning achievements (personal, professional, social), be aware of their personal capacities and skills,
- Have reflected upon their increased knowledge on Europe, understanding for cultural diversity and their attitude towards Europe,
- Have elaborated the idea of using the skills to contribute within their home community, their sending organisation, and/or the national structure of former EVS volunteers,
- Have shared their EVS experience with peers,
- Have had the chance to present their recommendations related to qualitative improvement of future EVS projects.

Annex III:

YOUTH Programme Action 2 – European Voluntary Service

Rights and Responsibilities

of Host Organisations Sending Organisations Mentors

September 2002

GENERAL PRESENTATION OF THE DOCUMENT

Following the “Rights and Responsibilities of an EVS Volunteer”, this document aims at clarifying the rights and responsibilities of those partners in an EVS project who play an important supportive role for the volunteer: the host organisation, the sending organisation, and the mentor.

These three parties have a major role to play in order to ensure a safe and enriching experience both for the volunteer and for the organisations themselves. The guidelines in this document focus on the aspect of “Risk Prevention” and should help the different partners acquire a better understanding of what is expected from them within the EVS framework.

Our concern is to establish with the different partners involved in an EVS project a forum for communication and trust, bringing mutual and reciprocal recognition. It is in everybody’s interest to achieve this, in order for the EVS experience to be a valuable one.

This document aims to add to the materials, training and support already available to organisations. It should be distributed as widely as possible and attached to the User’s Guide. It complements the document on the rights and responsibilities of volunteers.

“Rights and Responsibilities of Host Organisations, Sending Organisations and Mentors” has been prepared in collaboration with the Structure for Operational Support (SOS), which provides additional support to organisations and volunteers in the framework of EVS project practice. SOS services focus on quality development, training, evaluation, counselling of volunteers in service, and specific measures to support risk prevention. They operate at European level and complement existing EVS support structures at regional and national level.

RIGHTS AND RESPONSIBILITIES OF A HOST ORGANISATION

INTRODUCTION

The host organisation plays a very important role in ensuring that the volunteer enjoys a successful and safe EVS project. For this reason it must be fully aware of its responsibilities and rights under the EVS. The following details of rights and responsibilities refer to all host organisations, both local host organisations and coordinating organisations. Should a coordinating organisation be involved, the organisational and

administrative rights and responsibilities would be shared, ideally on the basis of a clear definition of each partner's roles, rights and responsibilities.

This document aims to add to the materials, training and support already available to host organisations. It should be distributed as widely as possible and attached to the User's Guide. It complements existing documents on the rights and responsibilities of volunteers, sending organisations and mentors.

Rights of a host organisation

General

A host organisation may establish internal criteria for recruiting volunteers in accordance with their motivation, interests and skills. Nevertheless, these criteria should be transparent and follow the philosophy and rules applicable to EVS activities.

Prior to the arrival of the volunteer

The host organisation has the right to obtain information about the volunteer that may be relevant to the EVS project.

The host organisation has the right to obtain information on the format and contents of the pre-departure training that the volunteer has attended. On-arrival training can then be adapted to the volunteer's needs and previous training.

During EVS

The host organisation has the right to remind the volunteer to respect the rules and regulations applicable in the workplace.

The host organisation has the right to initiate changes within the volunteer project, in line with internal or external decisions. The volunteers and the sending organisation should, however, be informed as soon as those changes have been introduced.

The host organisation has the right to consider terminating the volunteer's project if the volunteer's behaviour has been inappropriate or caused danger to himself/herself, colleagues or any other persons involved in the project. In such a situation, the sending organisation as well as the National Agencies in the sending and host countries should be included in the decision-making process.

After EVS

The host organisation has the right to ask the sending organisation for the final report on the overall project in order to evaluate the impact of the experience, taking account of every actor involved.

The host organisation has the right to ask the sending organisation for information on the follow-up to the volunteer's activities, in particular with a view to improving the arrangements and conditions for the placements offered by the host.

Responsibilities of a host organisation

General

The host organisation should describe as accurately as possible the profile of the organisation, the specific tasks of the volunteer, and the general environment in which the volunteer will be living and working. This information should appear in the Host Expression of Interest and in any further documentation related to the HO's EVS activities.

Should a coordinating organisation be involved, a document should be drawn up by the host organisation and the coordinating organisation, clearly stating each partner's areas of intervention and responsibilities.

The host organisation should be open to questions from the National Agency, sending organisations and volunteers regarding the nature of its activities and the project planned for the volunteer.

The host organisation should answer enquiries from volunteers and sending organisations concerning the availability of placements/projects.

Prior to the arrival of the volunteer

The host organisation must sign the tripartite agreement together with the sending organisation and the volunteer. This document is to be regarded as binding.

The host organisation must apply an open policy in recruiting volunteers, in line with EVS recruitment policy. This is a policy of non-discrimination, allowing all young people access to EVS activities.

The host organisation must ensure that practical arrangements are in place prior to the arrival of the volunteer.

The host organisation should inform its staff and other volunteers of the arrival of the EVS volunteer, stressing the framework in which he/she will be living and working.

The host organisation should ensure that every effort is made to integrate the volunteer into the project, taking into consideration any special needs in terms of adaptation.

The host organisation should be aware of its country's visa requirements. The host organisation shares with the sending organisation the responsibility for ensuring that the volunteer is hosted in accordance with the relevant legal requirements in the host country.

During EVS

The host organisation has to ensure that the volunteer receives on-arrival training within a maximum of two months after arrival. On-arrival training is organised by National Agencies or National Coordinators. A coordinating or host organisation may take charge of on-arrival training, provided it has at least five volunteers. The host organisation must facilitate the volunteer's participation in the mid-term and final evaluation meetings organised by National Agencies or National Coordinators.

The host organisation has to provide the volunteer with language training. The format, duration and frequency of such training may vary, depending on the needs and abilities of the volunteer, her/his tasks in the host project, and the host organisation's internal and external possibilities.

The host organisation should provide the volunteer with a "memo-kit" stating the following: working hours per week, name and location of the main workplace, location of the accommodation, specific instructions to be followed, rules to bear in mind. Changes should ensure equivalent conditions for the volunteer and be communicated to the project partners.

The host organisation has to inform the volunteer of his/her rights and responsibilities.

The host organisation must assign the volunteer a mentor, with whom he/she will have regular contact throughout the service period.

The host organisation should inform the volunteer about the possibility of consulting the National Agencies and/or SOS Volunteer Helpdesk for advice and support during the period of service. Direct contact via Email volunteers@socleoyouth.be or Tel. +32 (0)2 233.02.99.

The host organisation should always take into consideration the volunteer's values and background when involving him/her in project activities.

The host organisation should ensure that health and safety regulations are observed at the workplace where the volunteer will be carrying out his/her activities. First aid must be provided on site.

The host organisation must provide the volunteer with monthly or weekly pocket-money corresponding to the amounts stated in the grant requests.

The host organisation must provide the volunteer with a decent standard of meals as well as safe and clean accommodation.

Board and lodging should be provided to the volunteer regardless of vacation or volunteering period. The volunteer accumulates two days off per month for the duration of the project. Vacation periods as well as weekly rest days have to be agreed between the host organisation and the volunteer.

Any changes in the project that may affect the volunteer's insurance cover must be communicated as soon as possible to the insurance company appointed by the European Commission.

In the case of a serious incident or conflict situation

In the case of a conflict situation, the host organisation must consider the volunteer's opinion and the mentor's advice.

In the case of a conflict situation, the host organisation should always try to find a suitable solution for, and with, all the partners involved. Termination of a project should be the last option.

In the case of a serious incident involving the volunteer, the host organisation should support the mentor and help him/her perform any administrative tasks.

If, in carrying out the tasks as outlined in the EVS project, the volunteer would be exposed to a personal risk, the host organisation must take all the necessary action to guarantee his/her safety.

In the case of a serious incident or conflict situation with the volunteer, the host organisation should report any major problems to the sending organisation and keep it updated on the situation.

In the case of a serious incident, the host organisation should inform the relevant National Agencies, National Coordinators and/or SOS Volunteer Helpdesk and should consider requesting further support. Direct contact via Email volunteers@socleoyouth.be or Tel. +32 (0)2 233.02.99.

In general, there should be close cooperation with project partners so as to avoid communication problems

After EVS

The host organisation must complete a final report providing details of the activities and tasks carried out by the volunteer and the overall development of the project. The report should be submitted to the National Agency. The host organisation should keep its staff involved in cooperation and training activities, allowing them to benefit from the experiences of other organisations and to keep their project practice up to date. Participation in meetings and seminars on EVS activities is highly recommended.

The host organisation should cooperate with the volunteer if he/she applies for a Future Capital project (Action 3 of the YOUTH Programme) relating to the EVS period.

RIGHTS AND RESPONSIBILITIES OF A SENDING ORGANISATION

INTRODUCTION

The sending organisation, as one of the three key partners in an EVS project together with the host organisation and the volunteer, plays an important role in its successful development and implementation. From helping the volunteer with the necessary steps to join the project, through assistance and guidance during the EVS period, to providing help when the volunteer returns home, the sending organisation has a crucial role to play.

Its input is particularly important in terms of both preparing and following up the EVS period. "Risk prevention" therefore starts with the volunteer's very first contact with his/her sending organisation. This document aims to highlight both the rights and responsibilities of the sending organisation in this respect.

Rights of a sending organisation

General

Being responsible for the sending of volunteers, the sending organisation has the right to recruit volunteers on the basis of their motivation, interests and skills. The aim is to allow the volunteer to gain valuable and enriching experience through the voluntary service period.

The sending organisation has the right to expect adequate support from National Agencies and/or National Coordinators at any stage of an EVS project.

The sending organisation has the right to obtain information on major changes (administrative, political, etc.) in the implementation of EVS activities, as such changes may alter the nature as well as the cycle of the organisation's activities.

Prior to the departure of the volunteer

The sending organisation would encourage and expects the volunteer to take an active role in the implementation of his/her EVS project.

The sending organisation has the right to expect any information communicated to the host organisation for ensuring the well being of the volunteer to be properly considered and complied with.

During EVS

The sending organisation has the right to expect regular feedback on the situation from the volunteer as well as from the host organisation.

The sending organisation has the right to participate in the decision-making process in the case of modifications to the implementation of the project, especially if decisions will have an influence on the nature of the project (duration, activities, tasks, etc.).

After EVS

The sending organisation has the right to obtain documents from the host organisation on project evaluation, as well as final reports.

The sending organisation has the right to evaluate the overall project together with the volunteer on his/her return.

Responsibilities of a sending organisation

General

The sending organisation should inform future volunteers about the YOUTH Programme, its philosophy and procedures, as well as the way activities are implemented in the organisation itself.

Prior to departure of the volunteer

The sending organisation identifies and clarifies the volunteer's background, interests and motivation to participate in an EVS project. This information will facilitate the matchmaking process.

The sending organisation should work closely with the volunteer on the preparation of his/her mobility project. The sending organisation provides assistance and guidance in order to ensure the success of the volunteer's participation in the EVS project.

The sending organisation takes the necessary steps to find out whether the volunteer is suffering or has suffered from a physical or mental condition that may affect his/her participation in EVS activities. This information should be shared with the relevant person in the host organisation so that appropriate support and arrangements can be provided. This information should be held and forwarded in a discrete and responsible manner.

The sending organisation must sign the tripartite agreement together with the volunteer and the host organisation.

The sending organisation should check the profile, activities and practices of the host organisation, should there be any doubt about its integrity or any other concern that the volunteer might be put at risk.

The sending organisation must ensure that the volunteer attends one of the regular pre-departure sessions organised by the National Agency, National Coordinator and/or European networks (as applicable). These training sessions should meet the required quality standards laid down by the European Commission within the EVS framework.

The sending organisation must ensure that the volunteer is covered by the obligatory group insurance plan that the European Commission has concluded with an insurance company for all EVS-volunteers. Any changes in the project that may affect the insurance cover must be communicated to the insurance company as soon as possible.

The sending organisation must assist the volunteer and the host organisation in taking the necessary steps for arranging a visa if required by the legislation of the host country. The National Agencies, National Coordinators and the European Commission will issue individual visa support letters on request.

The sending organisation should inform the volunteer about his/her rights and responsibilities as described in the document "Rights and Responsibilities of a Volunteer".

The sending organisation should inform the volunteer about the possibility of consulting the National Agencies and/or SOS Volunteer Helpdesk for advice and support during the period of service. Direct contact via Email volunteers@socleoyouth.be or Tel. +32 (0)2 233.02.99.

During EVS

The sending organisation should provide the volunteer with ongoing support throughout the voluntary service period.

The sending organisation should stay in regular contact with the volunteer, as well as with the host organisation and mentor.

In the case of a serious incident or conflict situation

In the case of a conflict situation in which the volunteer requests support, the sending organisation should respect the volunteer's wishes as to whether it should just advise the volunteer or intervene directly with the host organisation. If the volunteer requests such intervention, the sending organisation should act in the interests of the volunteer.

In the case of a conflict situation in which the host organisation requests support from the sending organisation, and bearing in mind its knowledge about the volunteer and its experience of EVS and mobility issues in general, the sending organisation should consider the situation from a different, neutral point of view. The sending organisation should organise regular contacts with both the volunteer and the host organisation.

In the case of a conflict situation, the sending organisation, as the priority contact point for the volunteer, should remain neutral for as long as possible and should focus on helping the volunteer and the host organisation to consider the situation from a different point of view.

In the case of a serious incident, the sending organisation should be the local contact point for the volunteer's relatives and should also take care of any administrative requirements.

In the case of a serious incident, the sending organisation should help the host organisation and the mentor to deal with any administrative requirements.

In the case of a serious incident, the sending organisation should inform the relevant National Agencies, National Coordinators and/or SOS Volunteer Helpdesk and consider requesting further support. Direct contact via Email volunteers@socleoyouth.be or Tel. +32 (0)2 233.02.99.

In general, the sending organisation should cooperate actively with the volunteer, the host organisation and the mentor so as to avoid communication problems.

After EVS

Personal follow-up should be provided for the volunteer by the sending organisation in order to evaluate the individual EVS project in terms of personal gain, experience, etc..

The sending organisation must complete a final report and send it to the National Agency (or the European Commission, if applicable).

It is the responsibility of the sending organisation to support the volunteer after the completion of the project and to help him/her make the best out of the EVS experience. Such support could relate to re-integration in the country of origin, help in contacting the necessary administration services, guidance and counselling in personal projects, and, where applicable, assistance in Future Capital projects.

The sending organisation should provide the host organisation with feedback on the volunteer's situation, expectations and future plans once an evaluation has been carried out. This will underpin the idea of close cooperation between the project partners until the very end of the project.

The sending organisation should keep its staff involved in cooperation and training activities, allowing them to benefit from the experience of other organisations and to keep their project practice up to date. Participation in evaluation seminars on EVS activities is highly recommended.

RIGHTS AND RESPONSIBILITIES OF THE MENTOR

INTRODUCTION

The EVS volunteer will need adequate support from both the sending and host organisations throughout the service period. The volunteer already has a contact person in the sending organisation, but also needs regular communication with a committed person after arrival at the host project. This must be a person of trust, who is close to the volunteer's living environment. Such a mentor must be appointed by the host organisation.

A volunteer's mentor plays a decisive role in the framework of the risk prevention and crisis management action plan. The mentor should be aware of his/her responsibilities and rights in the context of the YOUTH project. The mentor would be the person closest to and most familiar with the personal situation of the volunteer during service. He/she bears a high level of responsibility in a situation where a volunteer is faced with personal risk. Specific support should therefore be given to mentors in order to help them perform their sometimes difficult task. Some National Agencies have already drawn up a job description for mentors in their country.

Rights of the mentor

The mentor has the right to respect. The volunteer should respect the mentor and accept his/her role.

The mentor has the right to obtain information concerning the volunteer to facilitate his/her supporting role.

The mentor has the right to receive support and advice from the host organisation on the following matters:

- how to recognise and cope with potential problems,
- how to recognise and deal with suicidal tendencies and drug/alcohol abuse.

The mentor has the right to receive full support from the National Agencies, National Coordinators, European networks and/or the Structure for Operational Support to help him/her perform his/her tasks.

The mentor has the right to organise regular meetings with the volunteer as well as with the host organisation.

Responsibilities of the mentor:

The mentor should be aware of youth and mobility issues or at least have experience working with young people and/or volunteers in an international context.

The mentor should be familiar with the host organisation and its activities, philosophy and staff.

The mentor should ensure that the host organisation has details of the young person's special educational or medical needs relevant to carrying out the tasks assigned.

The mentor should facilitate the volunteer's integration into the organisation, project, country and new environment in general.

The mentor should be available for the volunteer and should introduce the volunteer to other persons who might be helpful. The mentor should also act as the contact person between the volunteer and the local community.

The mentor is expected to familiarise the volunteer with the national health system rules and accompany the volunteer to hospital in the event of accident or illness.

The mentor should assist the volunteer with administrative formalities, should the volunteer be faced with any difficulties.

The mentor should monitor the volunteer's activities and make sure that he/she receives enough support. The mentor should undertake a regular review, together with the volunteer, of his/her activities and advise the HO where adjustments might be needed.

The mentor should have regular meetings with the volunteer and pay attention to the volunteer's behaviour and general well-being in order to provide the appropriate support.

The mentor should counsel and help the volunteer, and give him/her an opportunity to speak freely. Open communication with the volunteer in this way should prevent conflict situations.

The mentor should attend all the training provided or organised by the host or coordinating organisation, National Agency or National Coordinator.

In the case of a serious incident or conflict situation

In the case of a conflict situation, the mentor should facilitate communication between the volunteer and the host organisation. The mentor should be able to provide the partners involved with independent monitoring and evaluation.

In the case of a conflict situation between the volunteer and the mentor, another person should be appointed as the volunteer's mentor.

In case of a conflict situation or serious incident, the mentor must know who to contact if he/she cannot solve the problem alone.

In the case of a serious incident, the mentor should keep in touch with the sending organisation and the parents of the volunteer, if required by the situation, and should involve them in decisions on further action.

In the case of a serious incident, and if the volunteer is not in a situation to do so, the mentor should contact and ensure communication with the insurance company.

In general, the mentor should cooperate actively with all partners involved.

Annex IV: Volunteering Initiatives in SEE Countries:

Summary of PowerPoint presentation: UNV Regional Initiative: RIVER SEE by Fatima Smajlovic, UNV BiH

“Regional Integration through Volunteers Exchanges for Reunion of SEE”

Content:

- General background and Context
- Problem Tree
- UNV/UNDP's prior & ongoing activities in the Region
- Pre-programme situation on Volunteerism
- Preparatory phase
- Justification for Intervention
- Area of Intervention
- Overall & Programme Objectives
- Immediate Objectives
- RIVER SEE Organigramme
- Partners
- Volunteers (recruitment, matching, training)

General background:

- Neighbor relations in the Region have been badly ruined by conflicts, wars, fear, hatred, causing prejudices and mistrust
- Pre-existing patterns of political, economic, social and cultural relationships 'disturbed' by new and old frontiers
- Interaction between people and organisations from different countries and ethnic groups has suffered and is still suffering the consequences

And context:

- Last years have seen significant progresses in moving away from conflict and towards peace and security but...
- Remaining pockets of instability (i.e. ethnic tensions), unresolved issues, economic uncertainty, general resentment, prejudice, propaganda, social exclusion phenomena (etc...) can still contribute to instability and are affecting the path toward EU

UNV/UNDP's (prior and ongoing) activities in the Region:

- Rely on the potential of volunteerism for confidence/capacity building and contribution to reinforcement of MDGs
- Promote volunteerism as a learning and mutual understanding tool
- Have particular attention on youth who are perceived as powerful force to advocate for the MDGs and 'agents for change' in their societies
- Strongly believe in the partnership for development approach

Pre-programme situation on Volunteerism:

- Long tradition, but partially distorted in recent past

- Active CSO/ViOs are restoring the concept of volunteerism to its position and promoting it through different activities
- People start to value volunteerism as a very important tool to build a better world and to believe they can make a difference

Preparatory Phase (Sept. 2003- Sept. 2004)

- Organisation of a preparatory workshop
- Implementation of an in-depth field assessment (OW, SEEYN)
- Identification, selection and training of 14 Implementing Partner Organizations (IPOs)
- Design of the Multilingual Relational Web-Enabled Database
- Coordination role in the UNV-UNDP e-SEE ICT Sector Status Report
- Publication of a booklets and organisation of the Regional seminar in Sarajevo (to be finalized)

Justification for intervention:

- Regional Integration is crucial to accelerate democratic and economic development, as well as to ensure lasting peace and future European integration
- Regional Economic and Political Co-operation will not be possible without a region-wide co-operation between civic initiatives. CSO/ViOs and Volunteerism can make the difference

Area of intervention

- Albania
- BiH
- Croatia
- Kosovo
- FYROM
- Serbia and Montenegro

Overall objective

- Contribute to a process of Regional Integration and Social Cohesion in the Balkans by enhancement of regional cooperation & networks through 'V' exchanges and active involvement of Civil Society in achieving of MDGs.

Programme objective:

- Set up a Volunteer Exchange Scheme through strengthening the Capacity of Civil Society/Volunteer Involving Organizations and the Individuals/Volunteers including networks through East-East exchange of Volunteers in the SEE Region

Immediate objectives:

- Developed Common Regional mechanism for the implementation of the East to east Exchange of Volunteers
- Strengthened capacity of 14 IPOs in Voluntary Management
- Implemented 100 East-to-East 'V' exchanges
- Increased awareness about 'V' exchanges and MDGs as a main framework to select 'V's placements

- Increased government understanding & support for the 'Vs' Sector

Why CSO/ViOs...

...have potential to:

- Bring a change in a mind set
- Create greater openness
- Generate a basis for regional integration
- Enhance social cohesion processes

Why Volunteers?

Volunteers have proved to be able to:

- Have potential to bring and replicate the experience
- 'Speak' across frontiers
- Break down the barriers and contribute to confidence building processes
- Transform broken relationships
- Encourage civic engagements and cross border co-operation

For example:

Enrolment

- Volunteers (18-55) enrol in the online database
- Organization willing to host or send volunteers enrol in the online database

Matching/Recruitment

- The IPOs control the applications and match the requests
- Sending organization select the most suitable candidate in accordance of the description of the host project

Training/Monitoring

- Volunteers receive training from IPO before leaving and after their arrival + training by hosting organization + Mentor

Strategic partners:

- European Union/European Voluntary service (EU/EVS)
- Voluntary Service overseas UK/VSO
- One World (OW SEE)

South East European Youth Network (SEEYN)

IPOs:

- The Albanian Youth Council (Albania)
- The Albanian Red Cross (Albania)
- The Youth Communication Centre Banja Luka (BiH)
- The Youth Centre Livno (BiH)
- The Centre for Peace Studies (Croatia)
- The Volunteer Centre Zagreb (Croatia)
- The Kosovo Youth Network (Kosovo)
- The Kosovo Action for Civic Initiatives (Kosovo)
- The Timok Club (Serbia)
- The European Movement in Serbia (Serbia)
- The Association for Democratic Prosperity (Montenegro)
- The SOS Hotline for Women and Children victims of Violence (Montenegro)
- The Association for Democratic Initiatives (FYROM)
- The Council for Prevention of Juvenile Delinquency (FYROM)

Sending Organizations:

- U.G. Zastone
- NVO Familija
- Jeunesse et reconstruction
- AFSAI
- Education Centre
- Young Researchers of Serbia
- Albania Youth Council
- Association pour la Biennale des Jeunes
- Createures de l'Europe et de la Mediterranee
- Youth Council of Vojvodine
- ICYE UK
- Association of Citizens Peace Action

Hosting Organizations:

- Balkan Youth Link / Mjaft
- U.G. Zastone
- Center for Antiwar Action
- NVO Familija
- Cammunaute Emmaus Mountavan
- Fenix
- Civitas Solis
- Aksion Plus
- Associazione volontaria La Strada
- Albanian Youth Council
- EBeko Balkan