

Youth Action for Civil Society – Building Capacities and Partnerships for Youth Volunteering Programmes between European, African, Asia/Pacific and Latin American Countries

Training for EVS sending and host organisations in EU and African countries

29th March – 03rd April 2009 / Gomoa Fetteh, Ghana



Activity Report



Education and Culture DG

'Youth in Action' Programme



This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use, which may be made of the information contained therein.

Contents

<u>INTRODUCTION, AIMS AND OBJECTIVES</u>	<u>2</u>
<u>PROGRAMME OVERVIEW</u>	<u>4</u>
<u>DAILY REPORTS BY PARTICIPANTS</u>	<u>8</u>
ANNEX 1 / PARTICIPANTS LIST	34
ANNEX 2 / FINAL EVALUATION QUESTIONNAIRE	35
ANNEX 3 / OVERVIEW ON FOLLOW-UP ACTIVITIES	37
ANNEX 4 / INFORMATION ON AFRICAN HOST ORGANIZATIONS	39

Introduction, aims and objectives

This is the final activity report of a training course for EVS sending and hosting organisations run by the ICYE International Office in cooperation with ICYE Ghana. The training course, held in Gomoa Fetteh / Accra, Ghana from 29th March – 3rd April 2009, was the first activity of **ICYE's capacity building training project "Youth Action for Civil Society - Building capacities and partnerships for youth volunteering programmes between European, African, Asia/Pacific, Caribbean and Latin American Countries"**, funded by the Youth in Action programme of the EU (Action 3.2). The project also comprises of an EU - Latin America training seminar on "Promoting Young women's active citizenship" as well as of a number of job shadowing / staff exchange projects between European and Asian countries.

All above mentioned project activities aimed at enhancing the exchange of experience and good practice in the field of youth volunteering as well as the development of sustainable partnership between youth organisations in Europe, Africa, Asia, the Caribbean and Latin America.

The Ghana training course, brought together 7 experienced youth workers from Belgium, Finland, Germany, Italy, Sweden, UK and 12 youth workers from Ghana, Kenya, Mozambique, Nigeria, Uganda, South Africa, representing ICYE and non-ICYE organizations involved in sending and hosting EVS volunteers under the EC "Youth in Action" programme.

The programme which focussed on a variety of aspects to be considered when planning and implementing the exchange of volunteers under the European Voluntary Service programme included inputs from experts, discussion groups as well as workshops on important aspects of the EVS programme. It also included visits to two EVS host placements of the organisation "Handy Vangelism" located in the outskirts of Accra.

The participants were enthused and greatly benefited from the opportunity to share experiences about the work with volunteers in their respective organizations / countries with a particular focus on the situation of youth and voluntary service organizations in the African region. They also acquired soft skills for their tasks in hosting and sending EVS volunteers, learnt about basic guidelines of the EVS programme and about "dynamic problem solving" with regards to conflicts which frequently arise between volunteers and host organisations in the EU – Africa context.

The training was followed by a 7-month action plan, implemented by ICYE member and partner organisations in the African region. These follow-up actions aimed at sustaining exchange of good practice and training at national level in 6 African countries, through twinning/pairing organisations, coaching, in-country job shadowing, refreshment training sessions, joint on-arrival/mid-term and final evaluations, etc. An overview of the activities per country can be found in Annex 3 of this activity report.

Furthermore, this training event was a good opportunity to assess the impact of the European Voluntary Service programme in EU and African countries and to develop strategies for gaining more visibility and recognition of volunteer work particularly in African societies.

We would like to thank William Acquah and the staff and volunteers at ICYE Ghana for their extraordinary efforts and hard work which resulted in a very well organised, successful and unforgettable seminar and experience. Special thanks goes to the guest speaker Pastor Chris Nyame, whose input and talk added a very valuable "African perspective" to our work.

Finally, we would like to thank all participants and partner organisations involved in the seminar for their valuable contributions, enthusiasm and group spirit which led to promising results.

ICYE International Office

Programme Overview

Sunday, March 29, 2009	
A.M.	
P.M.	<i>Arrival of participants</i> <ul style="list-style-type: none"> - Informal get-together
Day 1	
Monday, March 30, 2009	
9:00	<ul style="list-style-type: none"> - Official opening and welcome - Presentation of participants and organizations - Keynote speech/Presentation: "Volunteerism in Ghana" , by Pastor Chris Nyame (followed by a Q&A Session) - Presentation ICYE Ghana / Host - Participants' Expectations - Presentation of program <p><i>Coffee Break</i></p>
11:00	<ul style="list-style-type: none"> - Presentation on: The EU Youth in Action Program – objectives, priorities and important features (Focus on Action 2 and Action 3.2) - ICYE's experience with the YOUTH / YOUTH IN ACTION Programme - Presentation of the overall project "Youth Action for Civil Society" and aims of the EU-Africa EVS Capacity and Partnership Building training seminar
13:00	<i>Lunch Break</i>
15:00	Youth Mobility and International Voluntary Service in the EU – African context. Working groups on expectations of volunteers and sending & host organizations
16:00	Presentation of working groups' results in Plenary
16:30	<i>Coffee Break</i>
17:00	Intercultural Learning and International Voluntary Service Programs Working groups on: How to foster ICL? Opportunities and pitfalls? Benefits of embedding ICL in international volunteering programs? Who benefits?
18:30	Presentation of working groups' results in Plenary
20:30	Dinner at Hotel Welcome Party / Intercultural Evening
Day 2	
Tuesday, March 31, 2009	
9:00	Managing EVS projects – The EVS program cycle / part 1: Recruitment and Selection Working groups on: -Volunteer's profile and selection process -How to reach out and positively discriminate young people with fewer opportunities in the recruitment and selection process for EVS participation? Presentation of working group results in plenary

10:30	<i>Coffee Break</i>
11:00	Managing EVS projects – The EVS program cycle / part 2: Preparation - Tasks of sending and host organizations in preparing EVS volunteers for a successful participation in the program.
11:30	- How to ensure tailor-made preparation for volunteers with fewer opportunities Presentation of working group results in plenary <i>Lunch Break</i>
12:30	Managing EVS projects – The EVS program cycle / part 3: Training and Evaluation Events Introduction to EVS Volunteer Training Guidelines and Minimum Quality Standards Presentation of Practical Guide for ICYE/EVS Trainings in EU and Partner Countries
13:00	Working groups to share experiences and know-how regarding the program and organization of Pre-Departure Training, On-Arrival Training, Mid-term Evaluation and Final Evaluation
15:00	<i>Coffee Break</i>
16:30	Managing EVS projects – The EVS program cycle / part 3 continued: Training and Evaluation Events - Working groups continued / preparation or plenary reports
17:00	- Presentation of working group results in plenary <i>Free /Dinner at Hotel</i>
19:00	
Day 3	Wednesday April 1, 2009
9:00	<i>Bus ride to host organization in Accra / Tema</i>
10:30	Project visits to two EVS host organizations in Accra / Tema - Presentations of visitors and hosts - Discussion on situation of young people with fewer opportunities / inclusion policies in Ghana
12:00	Project visit 2
13:30	<i>Lunch</i>
14:30	Excursion Accra (Art Centre, Kwame Kruma Mausoleum)
16:00-18:00	<i>Free</i>
18:00	<i>Return to Hotel</i>
19:30	Evaluation of Project visits / Mid-term Evaluation

Day 4		Thursday, April 2, 2009
9.00	Managing EVS projects – The EVS program cycle / part 4: In-service support, monitoring, evaluation and follow-up Working groups to discuss quality standards for in-service support, monitoring and evaluation based on real life examples, focusing on elements to ensure adequate support for young people with fewer opportunities (i.e. Reinforced Mentorship)	
10:30	Presentation of working group results in plenary	
11:00	<i>Coffee Break</i>	
11:30	Managing EVS projects – The EVS program cycle / part 5: Risk prevention and crisis management Presentation of practices by different EU and African organizations - Followed by Q&A session.	
13:00	<i>Lunch Break</i>	
15:00	Documentation and Visibility of EVS projects Introduction to practice examples: <ul style="list-style-type: none"> - ICYE/EVS EU AFRICA project documentation 2007-2008 - AFSAI Video project, - Plans for ICYE video project Working groups to: <ul style="list-style-type: none"> - Discuss benefits and strategies for increasing visibility of ICYE / EVS international voluntary service projects - Generate proposal for publications/documentations of forthcoming EVS projects 	
16:30	<i>Coffee Break</i>	
17:00	Presentation of results in Plenary	
17:30	Plenary Introductions followed by Questions and Answers on: Youthpass a Europe-wide validation system for non-formal learning <ul style="list-style-type: none"> - Introduction to Youth Pass Reporting requirements in ICYE centrally coordinated EVS projects: <ul style="list-style-type: none"> - Contents report (documents and guidelines) - Financial reporting (documents and guidelines) 	
18:30	<i>Dinner</i>	
Evening	<i>Farewell Party</i>	
Day 5		Friday, April 3, 2009
9.00	Working groups on 7-month Action Plan for exchange of good practice and partnership building, consisting of: <ul style="list-style-type: none"> - Strategies to sustain exchange of good practice and training at national level in 6 African countries - Twinning/pairing organizations, coaching, in-country job shadowing, refreshment training sessions - Joint on-arrival/mid-term and final evaluations 	

11.00	<i>Coffee Break</i>
11.30	Working groups continued
12.30	Presentation of working group results in plenary
13.00	<i>Lunch Break</i>
14:30	Two working groups on: Networking and future YIA activities: EVS and Action 3.2 co-operation between partners in EU and African countries.
15:30	Report to Plenary / Discussion and planning of follow-up activities (30 min)
16:15	Wrap-up Final evaluation
16:45	<i>As of 17:00 Departure of participants</i>

Daily Reports by participants

Day 1: Monday March 30th, 2009
Session: Morning
Activities: Opening and welcome
Presentation Youth in
Action Programm

Participants were welcomed to the seminar by Salvatore Romagna and William Acquah of the trainers' team and then listened to the keynote speech on the topic 'Volunteerism in Ghana', given by Guest Speaker, Pastor Chris Nyame.

During his presentation, Pastor Chris spoke about the African concept of volunteering and allowed European participants, in particular, to gain more of an understanding of what drives African people to volunteer, their motivations, etc.

His view that volunteering must be supported, appreciated and rewarded is one that participants all agreed with and Pastor Chris suggested during his presentation that voluntary activities should be re-packaged in order to get a better recognition and also to attract public support and funding.



A Question and Answer session followed whereby participants were able to gain the Pastor's further thoughts on the concept of African volunteering.

Sara Vannelli of the trainer's team then invited participants to introduce themselves to the group and in doing so, also state a metaphor about themselves. The following example was given: "if I were an institution, I would be an International School so as to encourage the promotion of peace through fostering cultural dialogue".

One concept from each metaphor was taken and noted down on the flip chart, allowing participants to see the composition of the group and the different motivations to participate in this seminar. The words that the group came up with were:

- Information
- Freedom
- Sustainability
- Diversity
- Integration
- Unity
- Needs
- Cooperation
- Intercultural learning
- Promotion of peace
- Communication
- Opportunity
- Partnerships
- Responsibilities
- Open Mindedness
- Sharing good things
- Persistence
- Understanding
- Oasis
- Accurate
- Knowledge
- Sociable
- Creativity
- Development

Participants were then invited to list 3 things that they would like to take away from the seminar and 3 things that they would not want to see happen. The trainer read out and grouped the expectations on a flip chart – mentioning that they would be used to assess whether the participants expectations had been met at the end of the training course.



Andreas Schwab of the International Office then delivered a presentation on the EU Youth in Action Programme's aims and priorities as well as the eligibility and qualitative criteria to be fulfilled by the EVS partner promoters, particularly focussing on:

- Key priorities
- Specific yearly priorities
- Actions
- Geographical scope
- The EVS charter

Mr Schwab mentioned that since 1996 ICYE has been active in promoting and carrying out the EVS programme on 2 levels:

- ICYE National Committees in Europe carried out EVS projects mostly bilateral applying for funds at their respective national agencies
- The ICYE International office: theme-related multilateral projects, applied on behalf of various EU National Committees and partners directly to the EC in Brussels (approx. 40 projects / 500 volunteers since 1996)

Since 2007 – also EU National Committees can apply for projects with partner countries at centralized level directly to the Education, Audiovisual and Culture Executive Agency in Brussels.

He then provided an overview on the EU and AFRICA EVS projects coordinated by the ICYE International Office since the new generation

of the EU Youth in Action programme was established for a period of 7 years (2007-2013) which include for the first time the opportunity for the African partner organisations to send and receive volunteers within the EVS program.

Finally, Mr. Schwab evaluated the experience with the EU – Africa exchange since 2007, mentioning that ICYE partners in EU and African countries had done well in general terms, considering that despite the challenges faced during the first projects, the drop out rate had been quite low. However also mentioning a number of weak points to be worked upon, for which this training was a very good opportunity, such as:

- Recruitment / Selection
- Preparation
- Visa
- Monitoring
- Support
- Living arrangements, Logistics,
- Financial arrangements and reporting
- Communication

After lunch break the participant and trainer from Italy made a brief presentation about their experiences in working with African partners and also showed a video published on the Youth in Action programme focussing on the significance of Youth volunteering.

Lauren Graham of VOSESA then presented her organisation based in South Africa: "Volunteer and Service Enquiry in Southern Africa". VOSESA is aiming at:

- documenting practice, programmes and policies in the field of civic service and volunteering,
- contributing to the emerging knowledge base about civic service and volunteering,
- stimulating and supporting research on civic service and volunteering and
- using its research to support capacity building in the field of civic service and volunteering.

Day 1: Monday March 30th, 2009
Session: Afternoon
Activities:
"Youth Mobility and International Voluntary Service in the EU – African context" / ICL and International voluntary Service programmes

The team then gave an introduction to the working groups and divided the group to work on the theme "Youth Mobility and International Voluntary Service in the EU – African context" answering the following key questions:

- what are the expectations of volunteers?
- What are the expectations of hosting and sending organisations
- What differences and similarities can you find between the volunteers and the sending and host organisations' expectations?

After an hour we came back to the plenary and shared our ideas of what these similarities and differences were, in order to start thinking about how to make volunteering more appealing for future volunteers and in order to also encourage volunteers to have realistic expectations about the benefits and realities of international volunteering in the EU-African context.

Working groups on "Intercultural Learning and International Voluntary Service Programs"

The second group session started after the Coffee break with an introduction in which participants were encouraged to think about the value of intercultural learning and about how to promote intercultural learning within the EVS programme.

Please find the summary of the results of the three working groups here below:

Group 1:

Definition of Intercultural learning:

- Giving and receiving
- Eye opening
- Exploring – continuous journey
- Discover
- Breaking down barriers

- Learning about yourself
- Understanding our own prejudices
- Non-formal and informal/ experiential learning opportunities
- Difficult to measure
- Process (open-ended)
- Long term effects
- Peace
- Conflict resolution
- Understanding of value differences

How to foster ICL?

- Monitoring of current activities in ICL
- Mutual understanding of expectations and parameters
- Encourage communication
- Openness of host organisation – how?
- Orientation for host organisations (funding? Time?)
- Need to be minimum conditions for preparing host organisations
- Capturing and sharing experience
- Needs to be captured in the code of conduct or MOU
- Role of project volunteer supervisor
- Flexibility and tolerance → dialogue
- Role of mentor
- Transferring body of knowledge/ tools on ICL
- Trust and communication
- Needs to be done **consciously** – it's not just an automatic process
- Make more conscious efforts with hosts

Who benefits from the ICL process?

- Capacity building for host organisations, projects and volunteers
- Discovering themselves (volunteer)
- Looking at culture from a different perspective

Group 2:

How to promote intercultural learning value with volunteer and hosting organization

Ways of placing value on ICL:

- Reflection from the past
- Reflection on previous experiences is a must at both preparation and pre-departure camps as it provide the learning effect.

- Look for a creative way to include intercultural learning in all activities both during volunteerism period and camps.

How to promote ICL:

- Utilizing returnee's experiences
- Encouraging volunteers to create "blogs" to collect and promote their experiences
- Integrating intercultural learning activity/methods in all meetings with volunteers and hosts
- Combining pre-departure meetings with final evaluation meetings to use the experiences of returnees
- Make host organization and volunteers aware of the prejudices they might hold and challenge them.
- Put racism, xenophobia and discrimination on the agenda of volunteers' preparation.
- Adopt intercultural learning methods with respective context.
- Include reflection on ICL during midterm evaluation.

Pitfalls of ICL:

- Atmosphere in the group to be monitored, inappropriate attitudes of group members have to be challenged



Group 3:

Intercultural learning (ICL):

- Trying to accommodate the values of other people from other societies.

Reasons for ICL:

- Fostering understanding and peaceful coexistence.

- To respect and tolerate other people's views.
- To reduce the tendency of intercultural shocks.

Promoting/encouraging ICL:

- Creating an enabling environment.
- Self-awareness in our organization about intercultural learning and work with it.
- Read and practice what is written about ICL and use this knowledge on group trainings.
- Flexibility.

Benefits of ICL:

- Gain knowledge.
- Improve skills.
- Learning from one another.
- Prevention of culture shock.
- Positive impact on society / positive awareness of cultural differences.
- Strengthens the relationship between people.

Problems of ICL:

- Refusal to respect other people's culture.
- Negative ideology of other cultures
- Stereotypes.
- Too much focus on differences in culture than similarities.



Group 4:
Benefits and Weakness of Intercultural learning:

Benefits:

- Personal growth;
- Social growth;
- Understanding;
- A step towards peace;
- Building of networks and human relations;
- Fight discrimination;
- Promote other cultures and ethnicities.

Weaknesses:

- Disorientation (of the volunteer abroad);
- Cultural shock (of the volunteer abroad);
- If not handled well it can lead to discrimination and prejudices from both the volunteer and the hosts.

How to promote intercultural dialogue:

- Talking and preparing volunteers on Intercultural Learning.
- Arranging presentations held by ex-volunteers to promote their experience.
- Arranging intercultural events involving intercultural arts.
- Promoting it through the organizations web site, newsletters, flyers
- Issuing publications on the importance of Intercultural learning.
- Good preparation of volunteers would be a good promotion for intercultural learning.



Day 2: Tuesday March 31st, 2009
Session: Morning
Activities:
Training on EVS Project Cycle I:
-recruitment and selection
-preparation, training and evaluation

We started our day with the presentations of the African hosting organizations that took part in the seminar.

The organizations were the following:

- The Cradle- The Children Foundation, based in Nairobi (Kenya);
- Action Health Incorporated, based in Lagos (Nigeria);
- Abibimman Foundation, based in Tema (Ghana):
- Instituto Missionario da Consolata, based in Nampula (Mozambique):
- South Africa National Park, based in Cape Town (South Africa):
- UVP (Uganda Volunteers for Peace), based in Kampala (Uganda)

The presentations focused on the organisations' profiles and the volunteering activities run by them.

By those presentations, the host organizations had the chance of introducing themselves for European sending organizations and these got the opportunity of getting to know new potential partners. **For further information on the organizations, please see summary presentations in Annex 4**

After that, we started the training on the **EVS programme cycle and its implementation:**

We started out with a presentation of the EVS Charter and then split up in 4 groups to work on the first part of the EVS cycle – **Recruitment and Preparation of volunteers.**

The working groups had been divided trying to respect the balance between European and African countries, in order to have a broad perspective on the topic focussed on:

- Volunteers desired profile
- Recruitment process
- Selection criteria
- Involvement and recruitment of volunteers with fewer opportunities.

In the following plenary presentations it came up that both African and European organizations had basically the same points of view on the selection process. Nevertheless it was deemed important and the groups had appreciated the opportunity to share different ideas and experiences in the EU-AFRICAN context. The following group results were then presented in plenary:

RECRUITMENT AND SELECTION:

Group 1:

Expected profile of ICYE and EVS Volunteers:

EVS:

- Fewer opportunities to participate in mobility programmes at a cost
- Age (maturity)
- Gender (project dependent)
- Nationality is irrelevant
- Dedication and motivation
- Level of enthusiasm (passion)
- Flexibility

ICYE:

- More opportunities to fund
- Age (maturity)
- Gender (project dependent)
- Nationality is irrelevant
- Dedication and motivation
- Level of enthusiasm (passion)
- Flexibility

Selection:

Interviews:

- More realistic interviews
- Make sure folks' awareness of ICYE and EVS programmes
- Other options available

Application:

- Send to host placement
- Matching process

Positive discrimination:

- Ask them what fewer opportunities they have?
- Outreach / recruit those who have fewer opportunities
- Assistance with fundraising.

Recruitment:

- Promote the possibility to Learn a new language
- Advertising through media (internet adverts etc.)
- Information days / inspiring nights (past volunteers):
 - Be realistic
 - Returnee experience
- Face to face dialogue (word of mouth)
- Linking volunteers
- Fairs and expos
- Musical festival / peace tours
- Membership groups (returnees)
- Tracking recruitment



Group 2:

Expected profile of ICYE and EVS Volunteers:

Volunteers' Desired Profile:

- Open Mindedness
- Flexible
- Ready to face challenges
- Adaptability
- Responsible
- Ability to understand host organization's language
- Honesty
- Respectable
- Disciplined

- Maturity
- Ability to learn easily
- Volunteering Experience
- Willingness to learn and share
- Commitment
- Creative
- Motivated
- Passionate
- Selfless
- Openness to other cultures

African Context:

- Someone who will come back home after the programme
- Guarantor/security asset (ICYE)

European Context:

- Through discussions with the volunteers and identifying their interest during visit (e.g. someone who says he/she is interested in saving the whole of Africa does not qualify for the programme)
- For the EVS programme the skilled volunteers are not selected

Current Practice of Recruitment

- Mouth to mouth
- Inviting local volunteers
- Youth staff / co-workers of sending /host organizations
- EVS website and newsletters
- Schools where returnees give talk
- Youth clubs

Reaching the YP with Less Opportunities

- Identifying students from host institutions
- Visit to youth clubs in disadvantaged areas
- Local advert placement

Challenges in involving the less opportunities:

- Additional effort by host / sending organisation to ensure that the volunteer adapts through orientation and enforced mentorship
- Volunteer not being able to cope with the changes (food, weather, culture etc)

Group 3:

Profile of volunteers:

- Willingness
- Motivated
- Informed
- Flexible
- Open minded
- Easy going
- Adaptable
- Sociable
- Positive
- Creative
- Aware of their health
- Responsible
- Maturity
- Interest
- Adventurous
- Reliable and stable
- Enthusiastic
- Active
- Committed to change and development
- Previous voluntary experience
- Some skills (e.g. First Aid etc.)

Methods for the recruitment of volunteers:

- Website
- Social networking sites (e.g. Facebook)
- Flyers
- House to house
- Word of mouth
- Schools/ churches/ NGOs
- Returnees
- TV/magazine/radio adverts
- Recruiting current members
- Events and presentations
- Networking
- Targeting specific groups (e.g. disabled people)
- Social groups and associations

Selection of volunteers:

- Weekend long selection meetings
- Questionnaires and application forms
- Good matching (volunteer to project)
- Looking for good motivation
- Look at past experience of service/ volunteering
- Have a conversation with volunteer and relatives
- Tests for emotional intelligence, cultural competency (there are difficulties with measuring this)
- Have a quota system to ensure selection of disadvantaged volunteers (gender, physical ability, geography, income etc.)

After the first working groups, the discussion focused on **PREPARATION of volunteers for EVS/ ICYE** covering:

- Tasks of sending and hosting organizations in preparing EVS volunteers;
- Content of preparation;
- The groups have been also asked to draft a practical checklist on what volunteers should have or should be informed about before they leave for their EVS.

After the lunch break, we had a very nice energizer in which participants became actively involved in a cheerful "name game" – the main purpose was to check if the participants still remembered other participant's names.



Afterwards, we moved forward in the EVS programme cycle and started dealing with the **VOLUNTEER TRAININGS IN EVS and ICYE Programme.**

In plenary we introduced and talked about the EVS volunteer training guidelines and Minimum quality standards and were also introduced to the Practical Guide for ICYE\EVS Trainings in EU and partner countries (a practical guide containing guidelines and methods for pre-departure, on-arrival, mid-term and final evaluation meetings, realized by ICYE partners in the work frame of an Action 3.2 of the Youth in Action programme).

After this introduction we split up into 4 groups and each one worked on one of the trainings which are part of the EVS \ ICYE training cycle.

1. Pre-departure training
2. On-arrival training
3. Mid-term evaluation
4. Final evaluation.

In these working groups, each group reviewed the programs outlined in the Practical Guide for each EVS and ICYE training. All groups came up with new proposals and suggestions to improve the quality standards of the programs. Among all new ideas, we think that it is important to stress on 2 relevant points:

- The Financial breakdown (the amount of funds sent to the hosts) of both programmes (EVS and ICYE) should be mentioned and explained (reasons and aims) in trainings to volunteers for a matter of transparency as well as to avoid unpleasant situations between the volunteers themselves and the host organizations.
- Another issue raised was the need for European organizations to have a draft of contents, methods and activities undertaken by the African organizations in their trainings. That would help the European organizations to better prepare their volunteers before the program starts as well to avoid repeating topics and methods.

The results of the Working Groups were summarised and presented in plenary as follows:

**Group 1:
PREPARATION / PRE-DEPARTURE
TRAINING:**

***Importance of Preparation:
(host/sending/volunteers)***

- To ensure the success of the programme
- To foresee shortfalls and correct appropriately
- To avoid unrealistic expectations

Volunteers:

- Knowledge on the rules, regulations and requirements of the EVS
- Knowledge on the rights and responsibilities of the EVS volunteers
- Information about the hosting countries and organization
- Sought for more information on the website

- Travel arrangements/insurance/things to carry
- Cultural difference shock/language preparation
- Safety risks and code of conducts of the country

Sending Organization:

- Provide basic information on a booklet for incoming volunteers
- Orientation and training for volunteers on EVS and ICL
- Travel arrangements and insurance for volunteers
- Language preparation for volunteers where applicable
- Staining the concept of volunteerism and roles of volunteers
- Visa, vaccination and resident permit
- Inform host organization about volunteers' arrival
- Should follow-up with host organization on information about lodging and feeding for volunteers

Host Organization:

- Provide accommodation and detailed information on host family
- Inform volunteers about pick up arrangement and on arrival information
- Orientation and training on country's profile and culture
- Send email for pick up arrangement to the sending organization
- Provide a language course on arrival
- Orientate host families on how to receive the volunteers
- The host organization should inform the host project partners on the arrival of the volunteer

Checklist:

- Volunteers
- Clothes for appropriate weather
- Medical insurance
- Vaccines (Europe)
- Visa
- Passport
- Certificate of good conduct
- Invitation letter/Correspondence with ICYE
- Camera
- Administrative EVS documents
- Destination and countries profile
- Pocket money

- Information about host family/host origination
- Emergency phone contacts (home and host organization)
- Ex- volunteers contact details

Group 2:

Importance of preparing volunteers:

- Prevent misunderstanding
- Manage conflict
- Facilitate intercultural learning
- Awareness of expectation
- Provide opportunity for developments
- Bridge between sending and hosting

Check list for volunteers going from European to African Countries:

Practical aspects:

- Health Check –Do they need to bring extra medication?
- Do they need to bring a letter from a doctor? Injection / malaria tabs
- Visas
- Documents –police check
- Insurance --possession / travel
- Guide books –
- Host Family/ project info & contact details:

Respect amount of work involved

Prepare about project – what to expect including cultural differences

Emotional aspects:

- Rights and responsibilities awareness
- Awareness / realistic expectation of task
- Role of volunteers / No job substitution
- Knowledge of host country -do's and don'ts
- Cultural awareness
- Communication with host

Check list from Africa to Europe:

- Provision of personal profile of potential volunteer
- Have received project and country profile of host
- Awareness of health and security challenges

- Police clearance check certificate
- Information to volunteers about pocket money
- Information to volunteers about when/how project can be changed
- Validity of passport and visa for the period of stay
- Emphasis on volunteerism and not volunteerism
- Volunteers should be informed that there is no refund in
- Case of termination of agreement or contract.

Group 3:

Importance of preparation:

- Safety
- Security
- Health
- Knowledge
- Less prejudice
- Expectations
- Reduce the cultural shock and disappointments
- Rules and responsibilities
- Realise expectations
- Trust

What kind of preparation from sending organisation?

- Contact with the host organisation
- Good/ updated information of the organisation
- Good contact communication
- Training
- Preparation for ICL (through returnees, role plays, talks, reading information)
- Contracts/ limits
- Conditions and terms
- Good information

Preparation elements:

- Talks, information sessions
- Workshops
- Weekend meetings
- Contact moments
- Meetings
- Tests
- Materials information:
→ mosquito nets

- cream
- sun cream
- after sun
- sleeping bags
- clothes (dress code)

Tuesday March 31st, 2009
Afternoon
Training on EVS Project Cycle 2:
-recruitment and selection
-preparation, training and evaluation

Recommendations on Volunteer training meetings as spelled out in Practical Guide for ICYE / EVS Volunteer trainings:

Group 1:
Pre-departure Training

Generally the pre-departure training flows well, but the group thought it was a little too long!

If only 1 or 2 EVS volunteers are in one country, they should be enabled to join the ICYE training if possible

Day 1:

- Welcome and Intros
- Presentation of training aims
- Presentation of programme
- Participants expectations

Recommendations:

- Provide photocopied sheet of agenda
- Move fourth activity to day 2!

Day 2:

Intercultural learning: Identity, culture, self-awareness

Recommendations:

- The name game as an energizer
- Move the Iceberg Model of Culture to the session on "Preventing culture shock".
- Just 2 sessions for this ICL

- In the guide, the method 'draw a house' should be better explained

Intercultural learning: Prejudices and Stereotypes

Recommendations:

- The method "Labels" is good!
- "5 prominent people" is not suitable
- Include 'starting over' or 'take a step forward as this has more emphasis on the issue'.

General Observations:

We believe that day 2 is too full of activities.

Day 3:

Practicalities:

Recommendations:

- Include breakdown of costs so as to encourage volunteers to have trust in us!!
- Permit requirements and visas
- Any additional info sent by hosting organisations about project and host families

Volunteerism and concept of Volunteering:

Recommendations:

- Keep this brief!
- Should also be considered before pre-departure.

Global Issues:

Recommendations:

- Cut this section out!

Cultural adaptation and culture shock:

Recommendations:

- Include the Iceberg Model of Diversity here!
- Use culture shock graph to highlight that culture shock is normal
- Provide input from returned volunteers

Day 4:

Home and host country

Pre-departure training and feedback:

Recommendations:

- The method 'Bus Stop' would fit better at the end of day 3

Managing EVS projects – The EVS program cycle / part 3: Training and Evaluation Events

Group 2:
Mid-Term Evaluation

Objectives of the training:

(Please note suggestions in italics)

The mid-term evaluation should provide volunteers with an opportunity to evaluate their EVS projects/experience so far, as well as meet other volunteers from different projects throughout the host country. Volunteers should evaluate their experiences vs. their initial expectations, detect problems or conflicts and come up with possible fruitful solutions. The intercultural learning process should be monitored and explored among the group. If volunteers are part of a common project's theme, this should be relevant for specific working sessions. Mid term evaluation should also offer volunteers the possibility to think about an action plan for their future.

Note: in European countries the EVS-trainings are not carried out by the NCs themselves as they are centralised by the NA (National Agencies). Therefore volunteers will not meet trainers from their hosting organisation on this occasion.

The team of trainers should be comprehensive and experienced in trouble shooting as well as able to create an atmosphere of trust.

Expected Outcome:

At the end of the training volunteers should have a wider and complete picture of their EVS projects and learning processes. Volunteers should know possible ways out for conflicts in case some may arise during the evaluation and they should know where they could get support.

Volunteers' motivations should be still very high for completing their projects and carrying on possible new initiatives.

They are also expected to have a deeper understanding of the theme/field they are part of.

Outline of Training / Mid Term Evaluation Seminar:

Generally it can be useful to have a various and attractive programme which should contain interesting and not repeating themes or methods from the OAT, so as to avoid the volunteers to get bored.

Day 1: Arrival of participants, informal get-together

Day 2:

Introduction Session:

- Welcome remarks
- Energizer
- Logistics and information about venue
- Presentation of participants and trainers
- Collect expectations of the seminar and programme presentation
- 1. *Collect concerns, worries, fears and problems (to take out steam and take the issues of the volunteers serious, the different topics will be addressed and dealt with later)*
- 2. Ground rules to be respected in plenary and group work

Experience versus expectation:

- Reflecting on previous expectations and how they were met.
- *Methods: reading "letter to myself" (written at On-Arrival Training). If this is too personal a one-to-one talk should be made possible (on demand) or it is programmed for all volunteers generally. In using this method it is important to keep the group small and to avoid personalizing problems.*
- *Fever Curve*
- *Additional method suggested: 'pick me up at the station'*

--Lunch break

Intercultural learning:

Prejudices and media influence

With the aim of distancing yourself from your own situation...

The method suggested: 'front page' although it could be too long.

--Coffee Break

Day 3:

Cultural & Social excursion:

- Visit to a local volunteer project

Note: Project visits can be problematic as they can lead to comparing projects and even create the wish to change projects. To minimize that risk it is possible to invite someone from hosting project(s)

- Interview the local community
- Report in plenary

--Lunch

Session on the theme (possibly related to excursion)

- Invite expert on the subject

This part should be shortened to occupy only morning hours to give more time for more entertaining things or fun (see general advice on top) and/or time for filling in the evaluation forms (see below)

--Coffee break

Action plan for the future

To be renamed: Planning the way forward / the remaining time

- Individual formulation of one's goals for the remaining period and creative presentation in plenary

Evaluation on the NC, work placement and the programme

- Fill out the evaluation form (access to internet needs to be provided)
- Volunteers make recommendations to the organizers /NCs

It is suggested to invite 1 or 2 host project representatives to join the evaluation session (they should be prepared not only to address topics related to 'their own' volunteer)

--Dinner

Farewell party

Day 4:

Departure of participants

Final Evaluation Seminar:

The group looked at the objectives and outcomes and thought they were realistic and relevant to the projects. Some suggestions were that the final evaluation training could be used as an opportunity to talk about how returning volunteers not only act as ambassadors for their home countries, but also for their host countries and that they are responsible for giving an accurate picture of that country to the people they meet. In addition, it should be used as an opportunity to encourage further voluntary engagement in the home country. Finally, it is an opportunity to share and disseminate experiences.

In terms of the training outline and methods, the major criticism was that it is really only suitable for larger groups and should have alternatives for smaller groups. For smaller groups the training could be shortened to 2 days. Activities and reporting would probably take 1.5 days and the other 0.5 day could be used for a learning excursion if the training takes place in the host country, or for a visit to an NGO that could be a site of further engagement if training takes place upon return to the home country.

Activities would need to be modified for smaller groups. One example is the activity proposed for the learning on bias and stereotyping "Front Page." To make it more suitable for smaller groups the following could be done:

- Trainer to present pictures that typically depict the host country and ask volunteers to reflect on the pictures and the extent to which they accurately reflect the country.
- Trainer to present common headlines from the host region or country and ask volunteer to reflect on what these headlines portray to people and whether they are valid.
- Ask volunteers to bring pictures and videos or headlines that they think typify how their host country is commonly viewed and/or that depict a more accurate view of their host country.

Another key recommendation was that properly trained and prepared trainers should be used for the training sessions, rather than depending on ICYE office staff who may be too internally involved. Having independent volunteers feel freer to state their feelings and opinions.

The day had been intense but productive. The participants shared different experiences and exchange best practices between African and European organizations, which will help to improve the quality standards of EVS and ICYE programmes in the EU-African exchange context.

trainers (who nevertheless know the project well and work closely with ICYE) ensures that

Day 3: Wednesday April 1st, 2009

Activities:

**Project Visits to
"Handi Vangelism" and
"Echoing Hills Village"**

Handy Vangelism was the first project we visited, an orphanage which had hosted 2 EVS volunteers so far, one of them, the participant from Finland Hanna, now could come back to her former EVS project as part of our group.

The supervisor, Pastor Ashley, met the group at the entrance and showed us around. What we saw was the library, the church where services are held every Sunday morning, the dining room, the study room and the rooms of both the children and the volunteers. Our general impressions were that it seemed to be really well organized and a good project to work and live in. It was also nice to see how the former EVS volunteer Hanna was still remembered and appreciated by the kids in the project.

Echoing Hills Village at Ogbojo in Accra second project visited:

After our visit in Handi Vangelism we went to this second EVS project. There we interacted very well with the people in the project, both the ones who were working there as volunteers and the ones who lived there. It is amazing to see how the volunteers learned and communicated with the disabled people on the project. We were impressed about how a Spanish volunteer communicated with a deaf and dumb using the sign language. Four volunteers were being hosted on this project. The volunteers told us about the work that they were engaged in, among their tasks are exercising every morning before breakfast and helping them with feeding. Afterwards they help them in reading, writing and also did other extra curricular activities.

After our interaction with the volunteers, they came out confidently telling us how they were appreciated on the project and also satisfied with the work they do on the projects.

When our visit to the projects was over we had lunch followed by a tour in the city of Accra which offered an opportunity to the participant to see the normal daily activities of Ghanaians. The group then had the opportunity to visit the cultural centre to do a little shopping. From the cultural centre we ended our activities in town and headed back to the conference venue at Gomoa Feteh.



Handi Vangelism at Haatso in Accra - first project visited.



Echoing Hills Village at Ogbojo in Accra - second project visited

Day 4: Thursday April 2nd, 2009
Session: Afternoon
Activities: Managing EVS projects
Project Cycle part 4:
In-service support, monitoring, evaluation and follow-up



The meeting started with a group photograph. This was followed by an evaluation and reflection the project visits carried out the previous day.

Some of the comments that came from the participants were that they were impressed by the projects. One said that the trip was very useful and that they were happy with the visit. One participant was happy to see that the volunteer she had sent to Echoing Hills had learnt sign language and settled in pretty well. The experience was useful. It seemed that the volunteers had fully been accepted by the people in the project and vice versa.

Group Session

Managing EVS Projects

EVS Project Cycle/Part 4

The group was then divided into 3 working groups. The groups were asked to identify - based on real life experience - 5 most important quality standards for in service support and monitoring as well as to suggest and discuss additional elements to ensure adequate support for young people with fewer opportunities (i.e. reinforced mentorship).

The groups started with evaluating their own practice as ICYE/EVS host organizations and then came to the following results which were presented in plenary:

Group 1:
What elements or methods do we use to provide in-service support and monitoring?

KEY is a combination of Support and Monitoring consisting of the following elements/methods:

- Contact person/ mentors – face to face and email/calls
- Frequent phone calls/ emails to volunteers and host projects once a week
- Visits a week after placement by office staff/local volunteers – views from project managers as well as volunteers
- Surprise visits once a month.
- Communication with host family
- Once a month visit to host family when delivering money used to check up
- Volunteers welcome to call office
- Weekend get-together to share ideas and experiences (Funding/ financing – cooperation between partners and/or projects (e.g. holding meetings at a host school).
- Important for monitoring to check up on various stakeholders individually (i.e. volunteers may not feel free to talk when the project coordinator or host family is there)
- Groups of local volunteers have contact with the international volunteers. Local volunteers provide feedback to the coordinating office.
- Send monthly monitoring report to volunteers, host projects etc for feedback
- Involvement of returnee volunteers as contact persons for new volunteers
- Involvement of potential volunteers
- Trainings; particularly where there are difficult tasks for volunteers (skills) – on the job and professional training
- Language and cultural skills (range from short intensive to 6 month course)

- Practical support:
- Bargaining/ negotiating skills
- Provision of computers and internet access (sometimes through projects)
- Reimbursement of transport
- Practical considerations in welcome letter/ welcome pack (regional)
- Bank card/ discount travel card
- Support for visa issues
- Session at on-arrival on Intercultural aspects on family living realities in that community and culture
- In-depth orientation on intercultural aspects with the family – critical to supporting the volunteer
- Practical logistics support eg travelling in community etc (specific amount of time allocated) – initiate a trust relationship
- One to one (face to face) contact with mentor/ contact person (specific amount of time allocated)
- Information provided regarding host project expectations within the first two weeks of arrival eg induction
- Identify volunteers and host projects that will require more support and come up with a plan as to how and what support will be provided – Reinforced Mentorship
- Encourage them to feel welcome and have accessibility to the contact person

Volunteers with fewer opportunities – are there ways we could support them further?

- Extra mentor support and monthly reports for first few months.
- Needs to be agreed with the hosting project
- Might need an extra person beyond mentor/ contact person
- Might need local associations to intervene (e.g. disabled peoples forums)
- Involvement of professionals such as psychologists/ social workers
- Needs extra funding
- Special consideration needs to be given to recruiting volunteers with fewer opportunities
- More support from the placement organisation (measures need to be agreed with the organisation)
- Need to ensure that the placement is able to host volunteer with fewer opportunities and what kind of volunteer they could host (may require a visit to check)
- Training/ sensitisation to placement organisations and host families
- May need more intensive contact with the families of the volunteers for further information

Group 2:

Quality standards listed in discussion

At the start, introduce a structured communication plan regarding times and dates when volunteers are to be contacted or visited

- Train support staff/contact person on how and what communication should be with volunteer – ex volunteers can be instrumental in this

Group 3:

Coordinating organisation

- Organize on arrival training and welcome meetings.
- Monitor them through e-mails, phone calls, visits, etc. Should also monitor hosting places, how the volunteer feels within the project, how he feels with his mentor, if he has financial problems.
- Must undertake visits on arrival. This is followed with visits and phone calls which increase if there is a crisis. There are also e-mails.
- As for the sending organisation, there are often phone calls.

Host project

- There is a daily monitoring process because they work very closely with the volunteer. In the first month which is the induction period, the host project should spend a lot of time with the volunteer

In Service Support

- There must be a first face to face meeting between project supervisor and the mentor or representative of ICYE and volunteer at the very first instance.
- There should be orientation for the volunteer
- There should be weekly meetings
- There should be other learning and feedback meetings
- There should be face to face meetings between project supervisor and the mentor or representative of ICYE and volunteer

Structuring of the meeting with the mentors and the volunteers

- This should be at least monthly but recommended, weekly
- Contact between ICYE and the volunteer
- There is need for continuous training of mentors. The training of mentor core workers should be once every few months.
- There should be regular feedback meetings between mentors and volunteers
- Ensure all actors are informed about the process and the feedback
- Written guidelines for mentors and host organisations

Contact between ICYE and the volunteer

- There is need for continuous training of mentors. The training of mentor core workers should be once every few months.
- There could be regular feedback meetings between mentors and volunteers
- Ensure all actors are informed about the process and the feedback
- Written guidelines for mentors and host organisations

GROUP 1 PRESENTATION ON CRISIS MANAGEMENT:

Conflict with legal requirement

Includes but not limited to expiry of visas, lost passport, crime committed/victim of crime

- 1) Seek legal advice.
- 2) Appoint someone to take care of these legal issues from the hosting organisation.
- 3) There must be a document or a motivation letter to support in the handling of the crisis. (i.e. in case the visa of the volunteer expires.)

Crisis where the volunteer disappears

- 1) Start the internal investigations immediately
- 2) Seek legal advise
- 3) Contact the police after time expired and as required time by law
- 4) Inform the sending organisation
- 5) Inform National Committee
- 6) Inform/contact International Office through the sending organisation

Crisis involving health and accident

- 1) Inform the volunteer about the health concerns and outbreak of epidemic in the country and/or region

Crisis of Physical Health (accident, hospitalization)

- 1) For extreme emergency, the volunteer should go to nearest hospital first and inform either the contact persons, mentor, host organisation
- 2) Contact person or mentor to go to hospital to see the volunteer
- 3) The contact person, mentor, host family, host project or host organisation that gets information first must inform the others
- 4) Follow instructions depending on the different manuals, etc and thereafter the persons with the information will inform the IO or any relevant organization as the case

- may be and depending on the situation.
- 5) Mentor or contact person to ask for medical information or condition
 - 6) The information to be provided to the insurance is the name of the treating doctor, hospital contact and diagnosis.

- 3) Inform the relevant Embassy or High Commission in the country
- 4) Inform the insurance company immediately
- 5) Offer assistance to the family to repatriate the remains of the deceased but communicating with the MFA and insurance

Mental Health Crisis

- 1) The contact person, mentor, host family, host project or host organisation should seek the advise of health/psychological expert/professional
- 2) Establish the most suitable way of approaching the volunteer
- 3) The contact person, mentor, host family, host project or host organisation that gets information first must inform the others
- 4) Follow instructions depending on the different manuals, etc and thereafter the persons with the information will inform the IO or any relevant organization as the case may be and depending on the situation.
- 5) The information to be provided to the insurance is the name of the treating doctor, hospital contact and diagnosis.

Outbreak of civil war/riots

- 1) Collect all relevant information and check if volunteers were affected
- 2) Inform the NC
- 3) Complete risk assessment which should be clear on what basis you are making the same
- 4) Based on the above, the hosting NC should **recommend** action
- 5) It is essential to remain in contact with the IO

Crisis when volunteer dies

- 1) Inform the sending NC, sending organisation and family with all the information they have
- 2) A death must be registered in the respective country

GROUP 2 PRESENTATION ON RISK PREVENTION:

Volunteers

- 1) Personal Safety/Security: Giving right information about cultural/social information, and security rules about location/host country, before departure and on arrival
- 2) Dropout/early termination: Good matching and selection, continuous support and follow-up as well as ensuring that there exists a realistic expectation. Giving a good and detailed description of the project.
- 3) Health: Adequate access to information relating to existing health issues and required vaccines and precautions. Inviting medical personnel to give adequate information and answer relevant questions relating to prevention e.g. HIV, sexual habits, etc)
- 4) Financial: Give good information and break down of financial expenses expected during the volunteers' stay in host country. Prompt payments of allowances as well as adequate advice on good practices on handling money (e.g. opening an account).
- 5) Work related: Proper orientation around the work environment and safety precautions highlighted on handling people with contagious disease. Continuous support would be required as well to avoid unnecessary hazards.
- 6) Relationship: Providing proper guidance and counselling by mentors as well as ensuring that volunteers know the acceptable limits set by the family host. Encourage volunteers to be open

mindful and share issues of concerns especially with who they relate with on daily basis. Avoid late nights and sleep outs!

- 7) Travel: Give adequate travel information to volunteers

Host family

- 1) Disobedience: Ensure that there is a set rule to avoid bad influence within the family structure
- 2) Theft: Sending committee should check on volunteers' personality and profile
- 3) Family break-up: Check volunteers' personality and advise volunteer on appropriate behaviour within the family. Avoid sexual relationships/ advances by advising the family members on acceptable relationships with volunteers.
- 4) Robbery: Ensure that the volunteer does not stay out late and also enhancing security through introducing the volunteers to the neighbourhood security watch and community
- 5) Financial Harassment: Ensure that all parties are aware of the monetary involvement of each parties
- 6) Responsibilities for Volunteers: Sending organization should critically screen applicants based on approved criteria as well as liaise with host organization to keep track of volunteers.

Host organisations

- 1) Robbery: Introduce volunteers to the host community and staff of the organization
- 2) Trouble with immigration: Ensure that the coordinating organization assists the volunteers to get the required documents for working (e.g. work permit)
- 3) Responsibility: Sending organization should critically screen applicants based on approved criteria as well as liaise with host organization to keep track of volunteers. Also ensure that volunteer has some

security asset (ICYE) in case of disappearance, retain passport (EVS), etc

- 4) Bad reputation: Giving support and constant communication. Good preparation and transparency on both sides of the players
- 5) Damaged property: Ensuring that the volunteers are given task that they are capable to do (e.g. volunteers are not allowed to drive)
- 6) Financial: Ensuring that the all insurance payments are made as at when due and where necessary

GROUP 3 PRESENTATION

Presentation by Group 3 was in the form of a play that brought out the conflicts that occur particularly when a volunteer starts the volunteering experience. It had a volunteer leaving the North, flying to Ghana and coming with several prejudices and in this case, the volunteer wanted to go to a welcoming party yet the host family is a very religious one. Initially, there was no agreement between the family and the volunteer. This called for the active involvement of the NC which ensured that there was an understanding between the two.

In the plenary discussion, it was observed that it is important to educate the volunteer, the family, etc. It is also crucial to explain cultural differences and help overcome the prejudices as this will help solve many problems. It is also important to ensure that the description and the project is adequately updated to ensure no mismatch of expectations e.g. staff change, etc. It also sought to bring out the fact that it is important for the volunteer to note that they can visit the national organisation.



Plenary Session

The International Office staff provided participants with a preview of the Project Documentation of the EU and Africa European Voluntary Service Project on "SOCIAL INCLUSION" which covered the experiences of 19 volunteers from September 2007 to June 2008. Going forward, the ICYE International Office has applied for a new EVS project including EU, African, Asian and Latin American countries which would allow developing a documentary video together with the volunteers and host organisations. The shooting will be done by the volunteers but with the support of the host organisation.

Sara of AFSAI then gave an introduction on the documentary carried out by AFSAI with the support of the EC. ICYE Italy selected the person who they felt best fitted the project. It was given to a young girl who has been travelling all over Italy to profile the work of ICYE Italy shooting the placements, shooting what volunteers are doing, their hopes, what has changed in their lives, etc. The idea is to have them say something through the partners.

The multilateral partners documentary on the other hand will be shot in other countries. It will start with Ghana with videos of volunteers in Accra and Kumasi and will also include videos of volunteers in Kenya and Mozambique. As it is a reciprocal project, it will also involve those volunteers hosted in different European countries. Sarah then showed participants an amateur video that was taken by volunteers working in an elderly people's home in Italy.

Plenary Session

The recognition tool "Youth Pass" was then presented in plenary as this tool also helps to make the EVS programme more visible and the non formal learning experiences of volunteers more tangible. All EVS participants have the right to receive a Youth Pass Certificate. The Certificate will state where the volunteer was placed, what the volunteer did, the sending organization and the learning outcome.

In the next step an overview on financial and administrative guidelines of the EVS programme was provided by the International Office staff, mentioning concrete examples and projects covering:

- Final Volunteer Report
- Declaration of Honour on Volunteer allowance
- The issue of exchange rates
- Financial Reporting on real expense items

Regarding the financial management participants were informed that the International Office is now collecting the scanned version of receipts, tickets and invoices, stressing however that all partner promoters have the responsibility to keep the originals in their bookkeeping files and have to be able to send the originals in case of an audit / control by the EC.

Participants then asked many questions and clarifications were provided on a number of other issues related to the EVS financial management.

With this the programme of the day ended and participants got ready for a real African Dance farewell party.



Day 5: Friday April 3rd, 2009

Activities: Working groups on 7-months Action Plan for exchange of good practice and partnership building

Networking and future YiA activities

Action Plan

Eastern Africa

Brainstorming on activities for Action Plan

- Work camp for EVS and other international and local volunteers on community development (possibly Kenya)
- Establish a network of EVS and other volunteer involving organisations
- Provide training on volunteers management and financial management to EVS and other volunteer involving organisations
- Send a local volunteer by the ICYE Nat. Committee to volunteer for 2-3 months in a new EVS placement – so the volunteer will have insight information for the project and tasks and document the experience as life example to be used to provide orientation for future international / EVS volunteers to be hosted at that EVS placement. (fosters volunteering on national level and sustainability)
- Seminar involving ICYE, young people from a local community and EVS volunteers, discussing eg. gender issues, health, intercultural learning, volunteering – as a way to promote EVS and to identify new host organisations
- Outreach to schools in local communities to promote participation in EVS and identify national volunteers / EVS candidates with fewer opportunities
- Training of project supervisors and other staff in EVS host organisations

- experienced as well as new ones to build up their capacity to manage international volunteers
- Establish a small task group of 2-3 experienced mentors/project supervisors to elaborate a practical guide for EVS host organisations including intercultural issues, tasks management, volunteer management, problem solving, explanations on EVS and other IVS programmes, practice examples, further information links.
- Welcome guide for future volunteers written by present EVS volunteers – including practical tips on all relevant matters i.e. preparation, what to bring, tasks, problem solving, cultural differences encountered and strategies to deal with. (ICYE NC to provide outline.
- Create e-bulletin about different perspectives of local and EVS volunteers or other issues relevant to volunteering programmes in that particular country / region – as a promotional tool to be used by the network of host organisations to expand their membership / to attract future potential EVS hosting organisations and promote EVS to candidates from local communities

Action Plan proposed by East Africa

- 1) Establish a network of EVS and other volunteer involving organisations
- 2) Provide Training of project supervisors and other staff in EVS host organisations – experienced as well as new ones to build up their capacity to manage international volunteers
- 3) Training of project supervisors and mentors on volunteer's management and financial management to EVS and other volunteer involving organisations
Concrete planning: Kenya: approx. 8 organisations / some experienced some new (Children's Garden home etc.)
Possible dates: June/July 2009: total

participants: 15 – 20
 Uganda: same as above

- 4) Send a local volunteer by the ICYE Nat. Committee to volunteer for 2-3 months in a new EVS placement – so the volunteer will have insight information for the project and tasks and document the experience as life example to be used to provide orientation for future international / EVS volunteers to be hosted at that EVS placement. (fosters volunteering on national level and sustainability)
- 5) Establish a small task group of 2-3 experienced mentors/project supervisors to elaborate a practical guide for EVS host organisations including intercultural issues, tasks management, volunteer management, problem solving, explanations on EVS and other IVS programmes, practice examples, further information links.
- 6) Welcome letter for future volunteers written by current EVS volunteers at final evaluation camp– including practical tips on all relevant matters i.e. preparation, what to bring, tasks, problem solving, cultural differences encountered and strategies to deal with. (ICYE NC to provide outline.
- 7) Create e-bulletin about different perspectives of local and EVS volunteers or other issues relevant to volunteering programmes in that particular country / region – as a promotional tool to be used by the network of host organisations to expand their membership / to attract future potential EVS hosting organisations and promote EVS to candidates from local communities

learning, volunteering – as a way to promote EVS and to identify new host organisations

Southern Africa

*S*pecific
*M*easurable
*A*rticulate/Achievable
*R*ealistic
*T*ime-related

Aim: developing Nampula-project, to host long-term volunteers

1. Hbonny will visit the AJUDE-branch in north Moz, meet the coordinator and develop a checklist on questions to be discussed, contact person will visit Nampula, - within two months
2. Check-list on topic like housing, concrete activities, work description, taking pictures, volunteers profile, skills wanted/needed – within two months
3. Since Julius now has an awareness about the cycle of exchange (selection, preparation etc) and the challenges to be met he can forward his knowledge to a guideline or draft on/ for developing projects/activities between hosting organization and host project together with AJUDE – within three months
4. Raise visibility, present short term volunteers can be involved in that, like newspaper, tuition, drama – within school vacation (June/July)

2nd priority / Long-term action plans

- 1) Work camp for EVS and other international and local volunteers on community development (possibly Kenya) to promote EVS in a local community and with local volunteers
- 2) Seminar involving ICYE, young people from a local community and EVS volunteers, discussing eg. gender issues, health, intercultural

Ideas:

- 1) *The Amazing Race* (hosted by TMNP) on 24th of September (public holiday in RSA)
 - Needs preparation for several months, so this is not ideal for the multilateral EVS starting in September

- 2) Part of Volunteer Centre 30 year anniversary celebrations (end of October, skip the rainy season and have the new volunteers engaged) – an event with a theme like interculturality, awareness raising etc can take place in TM national park, have a braai
- 3) Expo/Open Day during Volunteers' week (1st week of June). Will take place in 3 different venues to target different communities: township, northern and southern suburbs.
- 4) Raise awareness on volunteerism on exchange programme

A means of selecting and recruiting youth to participate on programmes

Project - Training day

In July a training of organisational staff who will be working directly with ICYE & EVS volunteers. VC will host the training Orphanage, TMNP, D/ ville children's home. Training day can involve also 1 or 2 interested projects who took part in expo week.

Reporting Back – Andreas

- Report back must be in a form that's easy to measure
- There must be an inclusion of the amount of organizations which were involved in trainings etc
- Document a report back on what volunteers did during the job shadow (e.g. include pictures, short letters from the volunteers)
- Its important to include a brief but informative profile of these organizations who could potentially be future hosting projects

The timing of reporting back should be preferably immediately after an activity has taken place so as to prevent a pile up of reports for organisations to do in the end

Western Africa

- Organize a training/ seminar for all projects hosting volunteers on EVS programme and if possible, get new ones to also be part of this training.

The training will focus on building strong relationship between us and the projects, Strengthen the host organization, and to shed more light on the roles of mentors at project. The training will also discussions on active communication and Risk prevention

- We are also to look out for the possibility of Job Shadowing between the projects and co-workers/ host projects.
- Try to have a staff exchange between the two NCS
- Organize joint trainings between the two NCS.

Engage in more coalition with more NGOs amongst others.

Reports on actions taken are to be documented and sent to the IO before the end of September.

Day 5: Friday April 3rd, 2009
Afternoon
Activities: Final working group results
Evaluation



Working group on quality standards for in service support of EVS/ICYE volunteers:

This working group had continued their work from the session on **Managing EVS projects – The EVS program cycle / part 4: In-service support, monitoring, evaluation and follow-up** during the previous days and then presented 5 important points which had been extracted from all the group reports on support.

The plenary accepted the 5 points as presented:

- 1) Introduce a structured communication plan regarding times and dates when volunteers will be visited at the on-arrival training.
- 2) Train support staff on how communication with the volunteer should be monitored and regulated and produce a guide book for the host projects to make integration of the volunteer easier
- 3) Hold a session at the on-arrival training on Intercultural aspects of family living, so as to help with volunteer understanding and to assist with integration into the local community
- 4) During the on-arrival training, establish those who may require reinforced mentorship. During pre-departure training, sending committees also aim to recognise those who may require more support and contact hosting NCS with the information
- 5) Information to be provided within the first 2 weeks of arrival regarding practical and logistical support such as travelling in the local community etc.

Group Evaluation

The plenary was asked to answer 3 questions in a similar form to the metaphor asked at the beginning of the seminar when introducing themselves.

The plenary was asked to imagine that this seminar was like a market and were asked:

1. What did you find in the market place?
2. What did you leave behind in the market?
3. What did you not find in the market?

1. What did you find in the market?

New faces; ICYE has become a reality; remembering how it is to be in Africa again, incredibly hard working people who raised a standard, well integrated group; results of the WG, African dancing styles, a magical place on the Wild Coast of Ghana; new boost of inspiration; amazing and multi-tasking ICYE Ghana; committed people and a new 'world' is now possible; the possibility of what we can do together; an incredible journey through Africa; love within the ICYE family; new insight and useful info; interesting people; networks and partnerships; understanding and respect; new friendships

2. What did you leave behind in the market?

The German expression 'Aha'; left a kilo behind; good energy; Italian inspiration; nothing; my worries and stress; will be missing all; good experiences and some bad ones

3. What did you not find?

Enough time to spend with everyone; boring time; how to recruit youth in a creative way; specify how to implement some ideas brought up in discussions; answers to some details

ANNEX 1 / Participants List

Country	Organisation	Participants	
Belgium	VIA	Cathia	Verbakel
Finland	ICYE Finland	Hanna	Särkkä
Germany	ICJA e.V .	Tina	Schäfer
Italy	AFSAI	Aurora	Caruso
Sweden	IKU	Lova	Gustafsson
UK	ICYE United Kingdom	Jenny	Williams
Ghana	ICYE Ghana	Kojo Mensah	Acquah
Ghana	ICYE Ghana	Douglas	Nkrumah
Ghana	ICYE Ghana	Yaw	Asare
Ghana	ICYE Ghana	Rachael	Lartey
Ghana	Abibimman Foundation	Enoeh	A. Koumson
Kenya	ICYE Kenya	Kerubo	Nyaribo
Kenya	ICYE Kenya	Gilbert Odur	Onyango
Mozambique	ICYE Mozambique	Hóracio Ernesto	Changa
Mozambique	ICYE Mozambique	Julius Gichhure	Mwangi
Nigeria	ICYE Nigeria	Fabunmi Motunrayo	Ayoola
Nigeria	Action Health INC	Nelly Kachikwu	Onwordi
South Africa	Volunteer Centre	Marion Elizabeth	Le Fleur
South Africa	Volunteer Centre	Calvin Potata	Mojapelo
South Africa	Volunteer Centre	Lauren	Graham
Uganda	Namayumba Community Proj.	Immaculate	Komuhangi
Uganda	UVP	Talat	Muhammed Rachu
Trainers / Support Staff			
Germany	ICYE IO	Salvatore	Romagna
Germany	ICYE IO	Andreas	Schwab
Ghana	ICYE Ghana	William	Acquah
Italy	AFSAI	Sara	Vannelli

ANNEX 2 / FINAL EVALUATION QUESTIONNAIRE

ACCRA, GHANA, 29th MARCH – 03rd APRIL 2009

1. Please identify the 5 most important learning points for you at this training?

- Some new and better training / activity methods
- Intercultural learning and how to deal with cultural differences
- Talking and reflecting upon prejudices
- Brainstorming
- Reminders – volunteerism in international context
- Getting familiar and understanding of EVS norms, processes
- Opportunity to involve the under privileged in the programme
- Good interaction – learning from others
- Sharing experiences with volunteers within the different cultural surroundings
- Managing international volunteers
- Established contacts with African organisations
- Information about the work of African organisation
- Motivated trainers, important and interesting topics
- Criteria of selection volunteers
- Evaluation and support volunteer in host project
- Crisis management
- Possibility to meet face to face sending, hosting and coordinating projects
- To hear about new host projects and possibilities

2. Has the training dealt with some of your difficulties or weaknesses in conducting trainings or intercultural learning sessions? How?

- Yes, can be more realistic when explaining about volunteering in Africa
- Used methods were giving some new perspectives that will/may help in the future and can be used back home
- I got more info about the parts that I was not so familiar with – how the things work etc.
- Yes, by allowing Europeans and Africans to bring out their problems and to address them.
- Being useful in work with volunteers
- Differences between Africa and Europe
- Has improved my knowledge in some topics, issues
- Good training methods shared, new ideas to take away to add to training schedules
- Yes, it approves networking, cooperation worldwide to work on the same level.
- Yes, especially through group sessions on crisis management

3. Please rate the following: (1= excellent, 2= very good, 3= good, 4= average, 5= bad, 6= very bad)

Questions	1	2	3	4	5	6	Average
Relevance og training content and input	8	6	1	-	-	-	1,7
Methods and Facilitation	3	7	4	1	-	-	2,3
Session on Youth Mobility and IVS in EU/African context	1	9	4	1	-	-	2,3
Session on ICL and IVS	2	6	5	-	-	-	2,2
Session on "Managing EVS Projects" parts 1-5	4	7	4	-	-	-	2
Project visits/Excursions	11	5	-	-	-	-	1,3
Session (working groups) on Documentation and visibility of EVS	6	4	2	1	-	-	1,8
Session (working groups) on Action Plan, Networking and future YIA Activities	6	7	-	-	-	-	1,5
Food	11	3	2	-	-	-	1,4
Accomodation	6	7	2	-	-	1	2
Free time	4	4	6	1	1	-	2,4
Group dynamics	11	4	-	-	-	-	1,3

4. Please make suggestions for improvement of future Training Courses?

- Free time: (*allocate realistically / more organized free time / in one block in the afternoon, not in between*)
- More training courses for staff and co-workers
- Provide more digital presentations for copying
- More time:
 - *Future training courses should be extended for more interaction between participants / trainers*
 - *More time off getting to know each other non formal context local volunteers*
 - *Would be good to have a bit more time for discussions and also a bit more time to spare experiences*
 - *No time enough for some topics/tasks, and therefore the outcome was not always the best possible*
 - *More time for discussions*
 - *More space to share the different reality of hosting projects*
 - *More time for presentation of working groups in plenary*
 - *More time to do more energizers*
- Pushing on punctuality
- Include returnees to make references and experience-sharing much easier
- Avoid limited access to internet
- Not only steam groups but also evaluation in the whole group to share opinions
- Excursions to projects should be closer to the conference venue

5. Is there anything else you would like to add?

- There should be staff exchange between national committees
- It was a wonderful training
- Group was dynamic and able to work together without having anyone out. Trainers excellent also out of programme.
- Fruitful experience
- Thanks for giving me this opportunity to improve upon my skills and ability
- This course gave energy to be back and improve things + remind why I am doing what I am doing

Many thanks!

Annex 3/ Follow-up Actions

I) Planning of Follow-up Action Plan:

The planning workshops carried out during the Ghana Seminar came up with multiple proposals for **actions to be carried out in each of the 6 African NC's within the 7 months following the Ghana Seminar.**

It was then agreed to focus on the following 3 concrete actions to be implemented as follow-up.

- 1) **TRAINING OF EVS AND OTHER VOLUNTEER INVOLVING ORGANISATIONS**
Each African NC agreed to hold a national training meeting with organisations running EVS projects, or interested to become EVS host/host coordinating organisations and the ICYE mentors/co-workers in charge of EVS. 3-5 organisations to be invited. The training contents: Management of international EVS/ICYE volunteers.
- 2) **ADVOCACY AND VISIBILITY ACTIVITIES RELATED TO INTERNATIONAL VOLUNTARY SERVICE PROGRAMMES / EVS:**
In each country at least one activity had to be carried out which would contribute to promoting volunteerism in society; i.e. press campaign, school outreach, volunteer week, etc.
- 3) **DEVELOPING TOOLS TO SUPPORT THE IMPLEMENTATION OF EVS AND OTHER INTERNATIONAL VOLUNTARY SERVICE PROGRAMMES:**
Each African NC to elaborate a "COUNTRY HANDBOOK" containing information for current and future incoming volunteers i.e. on cultural context, socio-economic and political situation, introduction on the main work areas in which volunteers are placed and what has to be considered when working as volunteer in that particular area/country.

II) Overview on Training Events organized in the 6 participating African countries:

Country	Partner Organisations Involved:	Dates/Venues	Type of Activity:	Outcome Result:
<u>GHANA</u> Carried out by ICYE GHANA	Columbus Orphanage, Edwenase Rehabilitation Centre, Handi Vangelism.	24th-25th Sept. 2009 ICYE GHANA Conference Room.	Training for EVS Hosting Organisations. Training on partnership building, Intercultural differences, Conflict resolution. In-Service support.	<ul style="list-style-type: none"> • Raised quality of personal and taskrelated support provided to future incoming EVS volunteers • Raised intercultural awareness of host organisations. • High level of project involvement in volunteers duties • Long term commitment of host organizations • Clarifications regarding tasks of mentors and supervisors
<u>KENYA</u> Carried out by ICYE KENYA	ICYE Kenya, KVDA, CIVS, Ronald Ngala Foundation	17th-20th July 2009, Kilifi district	Medical Camp	<ul style="list-style-type: none"> • Provision of free medical services to the less fortunate in the community. • To create awareness on the importance of voluntary service
	Steve Kirika, Andrew Gathoni, Kevin Mumbi, Brook Owino, Winnie Muniyoki, Sam, Charity Wanjiru, Phiillip Oruoch, Susan Adongo, Micheal Imathu, Ken Mukanzi, Prisca Murigu, Ronald Mobisa	15th August 2009. State House Girls	Training for Contact persons	<ul style="list-style-type: none"> • Remind the contact persons of their roles and the expectations from ICYE • Discuss and share their experiences. • Discuss possible conflicts and their solutions
<u>MOZAMBIQUE</u> Carried out by AJUDE	Br. Beusang, Don Bosco Boys, Kwetu home of peace, Kangalu Secondary school, Mutukya secondary school, CWS Isiolo, COWART, Maanga girls and ICYE Kenya	28th August 2009. State house Girls	Training for the host projects and families	<ul style="list-style-type: none"> • Duties and responsibilities of the projects and families • Sharing experiences of the host projects and families • Conflict resolution • Feedback mechanisms from ICYE and families and projects • Support systems for the EVS volunteers
	Centro Juvenil Ingrid Chawner, Coalisção da Juventude Moçambicana, Muhodjo, Rensida, Mozarte, Nkhoswe, Infantário da Matola, CEMO, ACCORD, AMORE, AJUDE	04 – 06 Sept. 2009, in Maputo	Training For Mentors, Work placement Supervisors and Coworkers	<ul style="list-style-type: none"> • Enriching the work placements and coworkers with tools ad methods in conflict resolution and crisis management; • Advertise the organization and the ICYE program; • Shared information and best practices among us (volunteers, work placements and other organizations that took part in the training) and • To increase the awareness of the international volunteer service in Mozambique particularly.

<p><u>NIGERIA</u> Carried out by ICYE NIGERIA</p>	<p>Development Communication Network, Hearts of Gold Children Hospice, Anglo Nigeria Welfare Association for the Blind, Gender and Development Action Action Health Incorporated, Youth Action Rangers of Nigeria</p>	<p>25th – 28th June 2009 Mercy Gates Hotel Badagry</p>	<p>Training for EVS hosting projects and co-workers cooperating with ICYE Nigeria</p>	<p>Training Contents / Agreements were taken on:</p> <ul style="list-style-type: none"> • New preparation material in form of a handbook for EVS volunteers • Use of methods for raising the quality of on-arrival orientation and work description . • Providing proper support to volunteers and methods for problem-solving • Running joint volunteer trainings at least twice a year • A clear set of guidelines to be given to projects and volunteers regarding: description of volunteer's tasks, financial matters, Mentorship, Information- sharing between ICYE Nigeria and Host organisations, holiday rules, evaluation methods and procedures
<p><u>SOUTH AFRICA</u> Carried out by Volunteer Centre (VC)</p>	<p>Table Mountain National Park Wynberg Care Haven Night Shelter Cape Town Society for the Blind St. Anne's Homes, Woodstock De Heide Centre for Children with Physical Disabilities Durbanville Children's Home, Durbanville</p>	<p>1st – 7th June 2009, Golden Acre Mall – Cape Town, CBD</p>	<p>Training on EVS for potential EVS host organisation</p>	<p>Strengthened partnership between VC and Table Mountain National Park strengthened networking relationship between VC and orgs who can provide volunteering opportunities for ICYE and EVS international volunteers Raised awareness through information sharing on ICYE and EVS voluntary service exchange programme</p>
<p><u>UGANDA</u> Carried out by UVP Uganda</p>	<p>Living Hope Child Development Center, Bright Star Primary School, Kamwokya Christian Community Center, Bakateyamba-Mapeera Center for the Disabled, Butundu House of Champions Orphanage, Kiyumbakimu Children's Village Orphanage, Vic View Primary School, Namayumba Community Youth Project, Meeting Point, Sanyu Babies Home</p>	<p>15th-17th May 2009 / Hotel Mansy, Kibuye, Kampala-Uganda</p>	<p>UVP/ICYE Uganda Training of EVS/ICYE Co-workers, staff, mentors and Hosting Partners.</p>	<ul style="list-style-type: none"> • Trained all EVS host organisation on: Communication strategies in EVS (about the community, the placement, the project, etc. • Jointly worked on development of accurate work placement and task descriptions. • Designed evaluation tools and programmes for EVS volunteers during and after their stay. • Agreements regarding financial matters, Information strategies and problem solving

Annex 4: INFORMATION ON AFRICAN HOST ORGANIZATIONS

The CRADLE is a non-profit, non-governmental organization which works towards the protection and enhancement of children's rights.

<http://www.thecradle.or.ke/>

Action Health Incorporated (AHI) is a pioneering non-profit, non-governmental organisation dedicated to improving the health of Nigerian adolescents.

We are concerned about the prevailing poor status of adolescent sexual and reproductive health, and have taken on the mandate to serve as a catalyst for change. Over the past nineteen years, we have implemented activities that have affected thousands of adolescents across the country and continue to strive to create awareness about the need to take immediate positive action among parents, policy makers, and the community at large.

<http://www.actionhealthinc.org/>

ABIBIMMAN FOUNDATION (a.k.a.: kabissa)

Kabissa's mission is to help African civil society organization put information and communication technologies to work for the benefit of the people they serve. Kabissa's vision is for a socially, economically, politically, and environmentally vibrant Africa, supported by a strong network of effective civil society organizations.

<http://www.idealists.org/if/i/en/av/Org/85642-304>

Table Mountain National Park

One of 22 Parks in the South African National Parks (SANParks) stable, the Table Mountain National Park (TMNP) was established in 1998. Unlike the other Parks the TMNP is surrounded entirely by a City and for this reason it is fragmented by urban development and privately owned land. This, combined with the fact that it is primarily an open access Park with only three managed pay points, has resulted in it being the most visited of all National Parks receiving an annual quota of 4.2 million visits annually.

Prior to the establishment of the Park, a 30 000 hectare area of conservation-worthy land on the peninsula was identified as the Cape Peninsula Protected Natural Environment (CPPNE). Currently the TMNP includes 25 000 hectares of the CPPNE and it is our goal to incorporate the remaining 5 000 hectares into the Park. The TMNP's jurisdiction also includes 1 000 km² of the seas and coastline around the peninsula.

http://www.sanparks.org/parks/table_mountain/

Namayumba Community Project

Namayumba is a small rural village found in Wakiso district a few KM from Kampala city with low educated people speaking Luganda most and the educated speaking English. The project is under the Catholic church in Namayumba Parish with schools started to accommodate children of low income earners in the community providing English and other language lessons, fine arts, drawing and paintings. The community furthermore runs youth empowerment projects and other activities such as planting trees, farming, gardening, etc. in which volunteers are involved.