

Guide for EVS in Circusses

EUROPEAN VOLUNTEER SERVICE

supported by



European Volunteer Service – Guide

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Introduction

Dear European Circus Friends,

The European Voluntary Service offers us children and youth circuses the fantastic opportunity to send and host young people and finance the exchange via the European Union.

During the seminar „Circus Volunteers Without Borders“ European youth circuses exchanged experiences that have been made with the European Voluntary Service so far and compiled useful and practical ways of managing voluntary services in future.

The seminar took place from 21st to 25th April 2010 on the Rappenhof of the Circus Pimparello near 74417 Gschwend in southern Germany with forty-three participants from Poland, Spain, Belgium, France, the Netherlands, Italy, the UK, Romania and Germany.

Administrators, leaders and trainers thought intensively about how to make the European Voluntary Service attractive for as many children and youth circuses as possible.

Many useful, creative and practical ideas regarding the European Voluntary Service have been brought together to create this handbook.

I sincerely hope that this handbook will contribute to the intensification of youth exchanges between our circuses and would be very happy to see it widely distributed in local circuses.

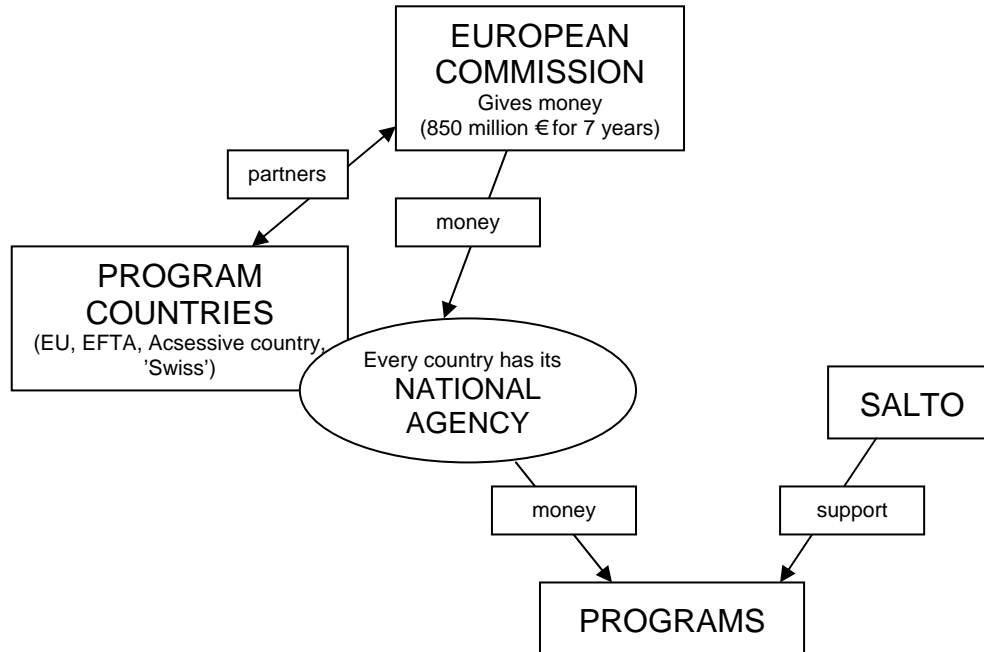
I would like to encourage all circuses to take part in the programme „Youth in Action“. It is a wonderful experience to see young people learning from each other and to learn from them. The programme is a great way to promote the idea of cultural diversity and mutual respect in a united Europe.

I would like to thank our speaker Tomek, the BAG Zirkuspädagogik and my team Moni, Meike, Rike, Laura, Sara, Inge and Irena.

Circus greetings,

Sven

1. HOW EVS WORKS



PRIORITIES:

1. european citizenship
2. participation of young people
3. cultural diversity
4. inclusion of young people with fewer opportunities

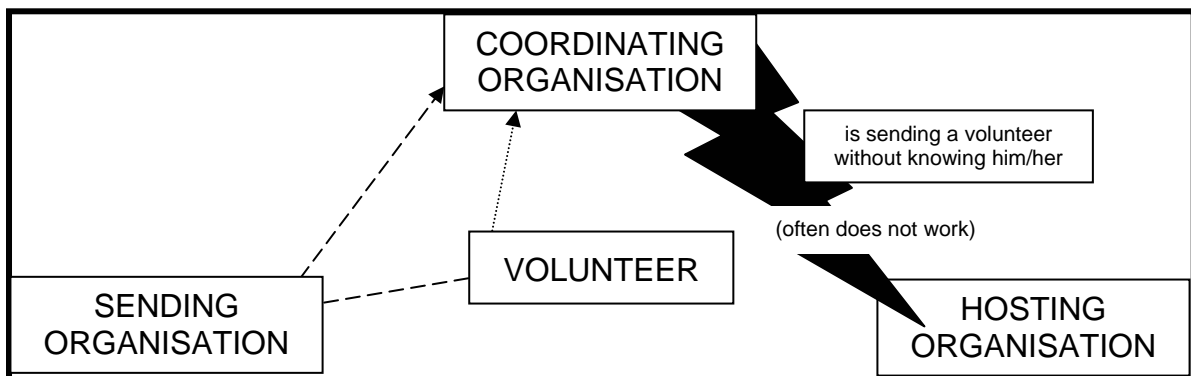
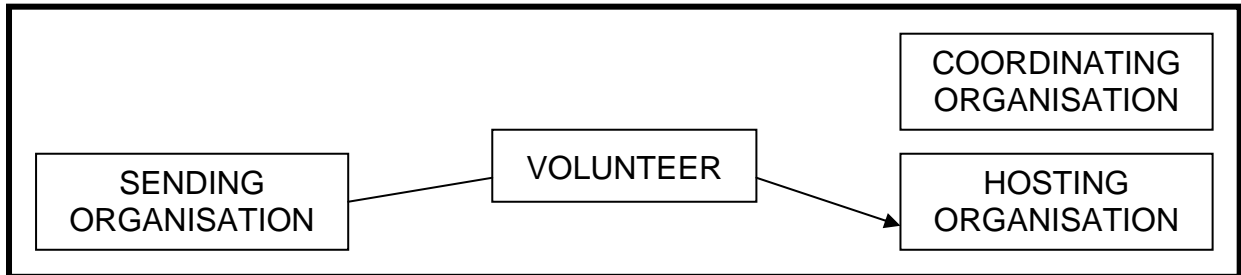
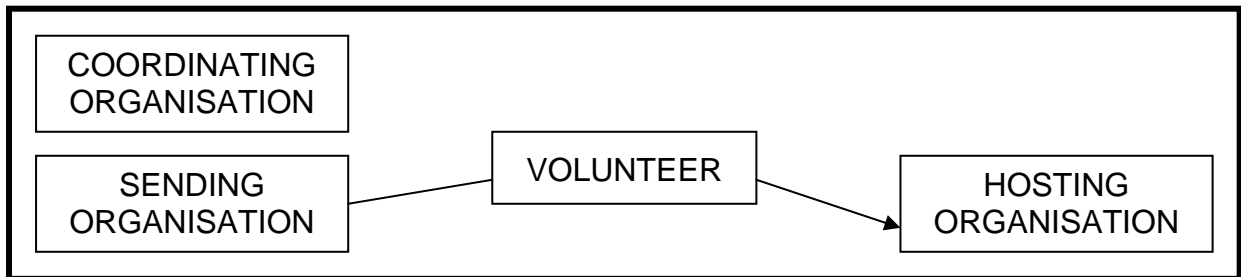
FOR WHAT IS MONEY GIVEN?

1. youth for Europe
 - 1.1. youth exchanges
 - 1.2. youth initiative
 - 1.3. youth democracy projects
2. European voluntary service
3. youth in the world
4. youth support systems
 - 4.3. training and networking
5. support of European cooperation in the youthfield

SALTO:

- is an organisation which is supporting quality
- exists in every country
- helps you with all your questions

HOW DOES IT WORK?



WHAT PERSONS EXIST IN THE HOSTING ORGANISATION?

- COORDINATOR
administrative support
 - SUPERVISOR
task related support
 - MENTOR
personal support
- } is in smaller organisations
often the same person

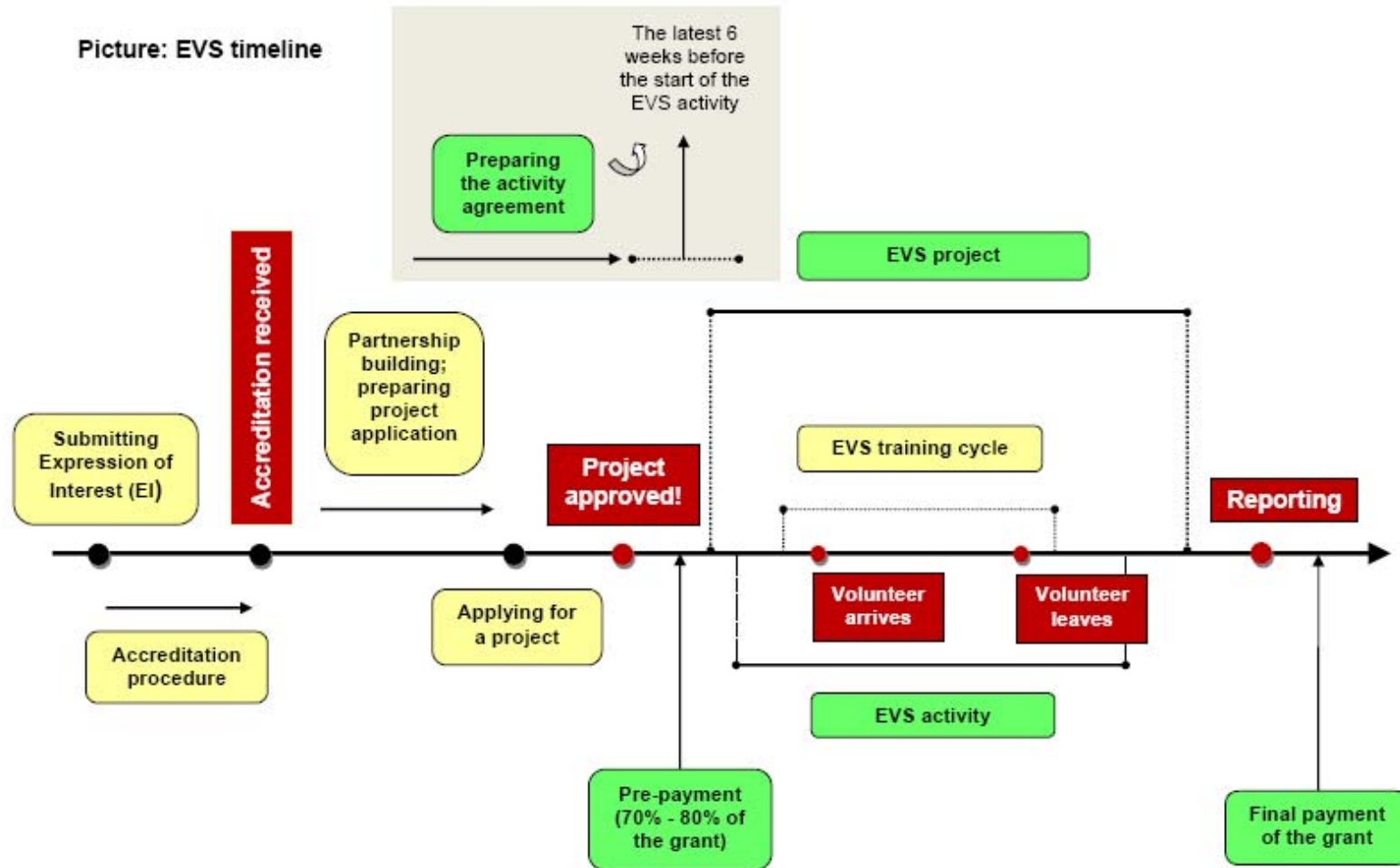
WHAT PERSONS EXIST IN THE COORDINATING ORGANISATION?

- ACREDITORS
checks if the hosting organisation fulfils the quality standards
- EVS-TRAINER
prepares the volunteer

WEBLINKS:

www.ec.europa.eu/youth
www.salto-youth.net

2. TIME LINE OF EVS



From draft handbook "EVS with SEE, EVS with Quality", to be published in 2009, SALTO-YOUTH SEE RC

3. EXERCISES OF THE HOSTING ORGANISATION

	BEFORE	BEGINNIG	MIDDLE	END
Free time & integration	<ul style="list-style-type: none"> - inform/motivation members (same age?) - accommodation with locals 		<ul style="list-style-type: none"> - point out existing connections and concrete asking about interests - buddy (for the first weeks) - meeting with other Circus-EVS around - to invite the volunteer to workshops - overlap departure and arrival =>exchange 	
Work & tasks of volunteer	<ul style="list-style-type: none"> - what is the objective to have the volunteer? - Explain to the volunteer what the organisation expects him to do - What is the program for the time he will be there - Make the volunteer understand what the reason of the program is - There always has to be a professional person available for the volunteer 		<ul style="list-style-type: none"> - heaving responsibility => motivation => part of the group - not use the volunteer too professional - have a general view of the program - 1st part: train him for the real tasks - 2nd: do that tasks - 3rd: evaluation and self assessment 	
Intercultural dimensions/ language	<ul style="list-style-type: none"> - find a host family - language & culture lessons formal or informal - prepare (people of) organisation - prepare individual (send info) - mentor should have contact with volunteer 	<ul style="list-style-type: none"> - discuss on a regular basis language and cultural issues with mentor - speak as often as possible in your native language - intercultural evening to exchange cultural aspects - be flexible, but not too much as a volunteer 		<ul style="list-style-type: none"> - try to keep in touch - invite the HO to your circus - keep speaking the language

Administration	<ul style="list-style-type: none"> - - Keep high level accommodation - preparation of activity (for example bicycle) - make sure all the material you need for the volunteer to be able to do the work is there - prepare the mentor with knowledge of the volunteer and what he needs to do - prepare language course - prepare a welcome package with city-map, phone numbers, rules,... - make sure he has his own insurance, payed by N.A. - good communication on mutual expectations 	<ul style="list-style-type: none"> - - all processes have to be legal and arranged by contracts - you have to collect all the bills and receipts - you are not able to take any capital investments like a bicycle or and TV so you have to rent anything - its easier to write the financial report along the year than in the last week - don't sit on the volunteer like a chicken on the egg 	<ul style="list-style-type: none"> - - regular meeting to see how it is going - start language course - regular payments, decide the dates - coordinator should make intermediar reports - make sure you have a proof of spending the money - divide the money to spend over the whole period 	<ul style="list-style-type: none"> - - (Application, budget, report) - prove some dissemination of results, make the work of the volunteer visible – what do you keep in your Circus from the volunteer and what will the volunteer bring back home? - volunteer can make a youth pass - make the final report
Partnership + cooperation (sending, hosting, coordinating organisation, national agency)	<ul style="list-style-type: none"> - it's good to have done another project/action with partners before (for example NICE meetings, festivals, youth exchanges) - there are organisations which will help you to find good partners or to build up a partnership (umbrella) - EYCO makes a webpage (with an entrance on the EYCO website) with descriptions and contacts of organisations and individuals who are interested to become S.O. / H.O. / VOL 	<ul style="list-style-type: none"> - - make good and clear agreements between ALL partners - written down in the activity agreement -> base for good partnership - try to meet before the activity agreement is made to make good agreements 	<ul style="list-style-type: none"> - - (SO=sending Org.,HO=hosting Org.,CO=coordinating, NA=national agency) - MIDTERM – evaluation from HO volunteer written down and sent to the SO - min 1time each 3month contact with skype =>these agreements can be written in the activity agreement!!! 	<ul style="list-style-type: none"> - - (SO, HO, CO, NA) - try to meet with all partners to do a good evaluation of the project - end it well - good to see if the partners have common interests/plans/... to continue the partnership - if the EVS is not a isolated happening but can be a preparation for further collaborations this can be a good contact during EVS
	-	-	-	-

<p>Learning process volunteer - organisation</p>	<ul style="list-style-type: none"> - Background information about the sending and hosting countries - Good cooperation between hosting and sending organisation and understand intention of them 	<ul style="list-style-type: none"> - make a timetable plan or a check list about the learning goals of the volunteer - make also a timetable of the evaluation process - a guide to reach goals - group meetings and feedbacks - phone interviews with five friends of the volunteer - a good project management means; every month one day to create, control, evaluation of the projects - culture activities like cooking, games, context review, learn about traditions - know better about the people to find out what is taboo / permitted - for organization; that there are enough place for the ideas of the volunteer - separate between the "normal" work of the volunteer and place for ideas with a project management 	<ul style="list-style-type: none"> - time for support every week ½ day for support the volunteer 	<ul style="list-style-type: none"> - final assessment
-	-	-		

<p>Risc prevention + crisis management</p>	<ul style="list-style-type: none"> - Think about the troubles may can appears when the volunteer comes - Find some courses for start to learn the new language just at the beginning - Prepare some meetings with the people of your organisations to learn about the volunteer - Plan very clear what each one hast to do - Arrange some medical insurance or know if the volunteer can use our emergency system - Know the cultural reality of the sending country to prevent disgusting situations 	<ul style="list-style-type: none"> - inform the volunteers about the zones of your city where is better not to walk alone - inform about the best behaviour in different situations - make the volunteer always feel comfortable - give to the volunteer a list of telephone numbers and addresses to go in the case of emergency - the volunteer is not allowed to work with kids alone if something happen it's always the fault of the organization because they've always to be around and look after the volunteers, they are responsible for them - There are several laws and exceptions in several countries so its important to know them exactly - be well prepared so that you don't get any problems and don't get in dangerous or stupid situations - make sure that the volunteer accept and live the rules of the culture (how can I touch in acrobatics, what are the outcomes if I don't care, etc.) 		
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<p>Practicalities (accommodation, food, pocket money, local transport)</p>	<ul style="list-style-type: none"> - Find accommodation & discuss it with volunteer - Make a timetable about what has to be done when - Pre-visit (see places, meet host family) - Make good activity agreement (talk about it!) - Give as much information as possible (way of living, way of transport, way of eating, information about the country) - Where can the volunteer live (pictures) - If the organisation offers a room for living they have to do a kind of an inventory before the volunteer moves in - Organise everything for the insurance and visa - Ask about volunteer 	<ul style="list-style-type: none"> - show around - rules - meet people from the organization - "social introduction" - the biggest problems are often the small things (like no toaster in the kitchen) so make sure that the volunteer have everything they need - got to know the eating specifics and give them the opportunity to feel good with the given food or that he could buy food himself 	<ul style="list-style-type: none"> - (Accommodation, food, pocket money, local transport...) - support but leave enough space for personal exploration - act as soon as possible - evaluate: transport, pocket money, accommodation, food.... 	<ul style="list-style-type: none"> - youth pass - administration - report/budget - make an inventory of the flat because of damages or missing things
<p>How to make the volunteer feel comfortable</p>		<ul style="list-style-type: none"> - give the volunteer a own project - provide a good team with working communication and transparency - there have to be a education system for the volunteer to teach how to handle children how to "teach" arts and stuff like this 		

4. KEY ACTORS

MENTOR

Please make a list of 10 things which you need to think about as a mentor in the first week after the arrival of the volunteer

1. mops and symbolism behind
2. register in country
3. show the room, city, village
4. bank
5. transportation
6. sign up / Give info for free time activity (dancing, sport, etc.)
7. intro to the other members of organization
8. booklet of formal rules of apt. and organization
9. make sure that the volunteer has some money the first days
10. handy, internet, etc.

To evaluate the learning process

*in the beginning: write down goals

*to observe performances, teaching

*sit down afterwards with him and talk and write what mentor and volunteer think had learned

*ask what he would still like to do / to learn

- questions based on goals from beginning
- if not reached, what has to change
- if it is: how expand than

What to do if the volunteer loses motivation?

- the mentor should name the problem, give the volunteer the chance to explain his problem
- they should find a solution together and try to solve the problem (supporting, talking with the co-workers)
- the mentor should propose extra activities to motivate the volunteer, give him responsibilities
- if it doesn't work with the mentor, find another person who can talk or get closer to the volunteer

The drawing of the perfect mentor

- the head of the mentor is like an encyclopedia
- he should have the ability to "look" inside of the brain of the volunteer/to know what's on his mind and to answer the unasked questions
- in his brain there should be space for different parts
 1. search apartment space
 2. registration space
 3. party space
 4. rules & regulation space
 5. transportation space
 6. mop-space (for little problems in the every-day-life)

7. talk-to-the-volunteer space
 8. conflict-resolution space
 9. support-desk space
 10. evaluation space
- the mentor should be responsible for all the emotional things (empathy)
 - the mentor should not be the supervisor

The pictures of the tasks of a mentor

A mentor should:

1. dry the tears of the volunteer
2. tell the volunteer the rules/ dos and don'ts
3. be able to juggle with many different situations
4. know that it is much work and that it sometimes can be too much
5. juggle between the expectations of both sides (volunteer and hosting organization)
6. be open to learn from the culture of the volunteer and show him his own culture
7. balance between helping the volunteer but not to be like a mother
8. animate the volunteer at difficult working exercises and give him mental support
9. know that it's a hard and sometimes difficult way but...
10. ...after this experience he reached a higher level

COORDINATOR

Explanation of the picture – The perfect Coordinator

- a big heart for a lot of respect, love and understanding
- many open ears for many questions, wishes, etc.
- many hats for many roles
- one big eye to take an overview
- to receive the news, feelings, spirit
- the telephone represents the need to be reachable
- two watches for the time management
- calculator for the budget
- 1000 problems on his shoulder
- the spider web because of the network he is trapped in
- high heels represent the balance which is necessary but difficult
- files to work with
- Kleenex to drying tears
- in one hand he carries a computer to do all the administration work
- in the other hand he carries the volunteers in a beautiful bag

The budget for the hosting side is 480 € per month for one volunteer. Please make a division of the money with concrete examples how you spend it to organise all the needed support for him.

Poland: 480 € + pocket money

- 250€ accommodation
- 100€ food
- 30€ transport
- 50€ language

- 50€ coordination / reserve

Belgium: 480€

- 250€ host family
- 60€ language
- 40€ public transportation
- 50€ food
- 40€ extra expenses for the volunteer
- 40€ coordination costs

Please make a list of 10 things which are supporting a good cooperation with the sending organisation

1. communication: regular
 1. e-mail
 2. phone
 3. skype
 4. advanced visit
2. presentation of your project
 - database
 - webside EYCO
3. your own webside in English
4. activity agreement ! with good arguments about division of the budget / when to pay
5. good timing of each tasks
6. be realistic
7. give good and honest information about how the project is going

Imagine following situation:

The sending organisation is saying to you, the coordinator of the hosting project, that they have three young people willing to come to your circus but you have only one place. Prepare a good and respectful procedure how to find from this three the right one for your circus. What could you do to solve the situation in the best way for you, the sending organisation and the young people.

- Preselection of five – CV and motivation letter
- A decision of the team / host organization
- call the volunteer on skype

SUPERVISOR

List of ten things to support:

1. introduction week, to get to know all about the organization
2. time table for the whole period

3. time tables for the projects
4. introduction to the county
5. introduction to the city
6. regular evaluation
7. good and clear description of the work the volunteer has to do
8. good and clear description of the expectations of the volunteer
9. language course and contact with other volunteers
10. good vibrations

Less motivation problem:

- ask him about his interest
- ask him what he could learn from the situation
- have a talk with the volunteer and the mentor together about wishes and expectations
- find other activities that fit more to the wishes and expectations of the volunteer in exchange of doing the tasks you agree with him with more motivation

Advise for evaluation meeting:

- Ask questions about the team, the work personal well being
- Example: Name 3 situations you happy about, name 3 situations that can improve your work
- Example: Make a photo / picture story to express the way you feel at work, in the country etc.
- Invite the volunteer for dinner in your house or go out with colleagues to have an informal evaluation

Explanation of the Photo story:

The supervisor is talking with the volunteer while the child is in action. As result of this refraction an accident happen and the supervisor and volunteer are guilty and very sad.

The supervisor is taking notes about the work of the volunteer and gives him a clear support so the child is out of danger and everyone is happy.

Explanation of the picture:

The super supervisors:

- know the rules
- show interest in the person
- creative
- natural leadership
- show empathy (?)
- look after the safety
- with both feet on the ground
- funny
- skilled
- artist

VOLUNTEER

Explanation of the picture;

- the volunteer has to be someone you can trust so you can put the children in his arms
- he have big ears to listen to the mentor, supervisor, coordinator and to the children
- he have a big brain with a lot of colorful waves representing the ideas of the volunteer
- he have to go his own way even there are some accidents or problem
- he have to be open minded
- he have to be brave like a lion
- he have to work and cooperate with a lot of people

Explanation of the photo story;

Problem: The volunteer feels alone and sad, maybe he has become homesick.

Solution: The mentor has to talk with him and should take him out of this "forest".

Problem: The volunteer have to handle all the children and feels a bit overloaded.

Solution: The time will bring some practice and experience so that he fell well.

Problem: He is not able to explain anything to the children in the foreign language.

Solution: A professional language class will bring self confidence to them.

The volunteer is planning an evening where he wants to presents his culture. Please plan what could be done on this evening, how he could prepare a nice and interactive way to make people understand better his culture.

- vocabulary, a few words
- traditional food and drinks
- traditional dance
- traditional games
- habits
- information -> role play
- discussion about differences in the cultures
- PARTY

Please make a list of 10 things which the volunteer can do before leaving to prepare better for his project.

1. Talk with the organization (hosting)
2. Detailed information (book, travel guide, etc.)
3. Learn basic vocabularies
4. Give information about your needs
5. Make sure that everything is ready
6. Medical exam
7. Talk to your insurance
8. Prepare for the weather
9. Make sure somebody pick you up from the airport
10. Inform yourself about the cultural political situation

5. LEARNING IN GENERAL

LEARNING (HOW DOES IT WORK?)

1. WHAT MAKES YOU FEEL THAT YOU'VE LEARNED SOMETHING?

- compare before & after
- know something new
- good mood inside you
- you can teach somebody else or present
- new skill to use
- you can impress

2.1 WHAT SUPPORTS/MOTIVATES YOU TO LEARN?

- positive energy from the group/fun
- learning support around
- impress somebody
- inner need motivation
- responsibility for the group

2.2 WHAT DEMOTIVATES YOU?

- other need
- stress
- too much task

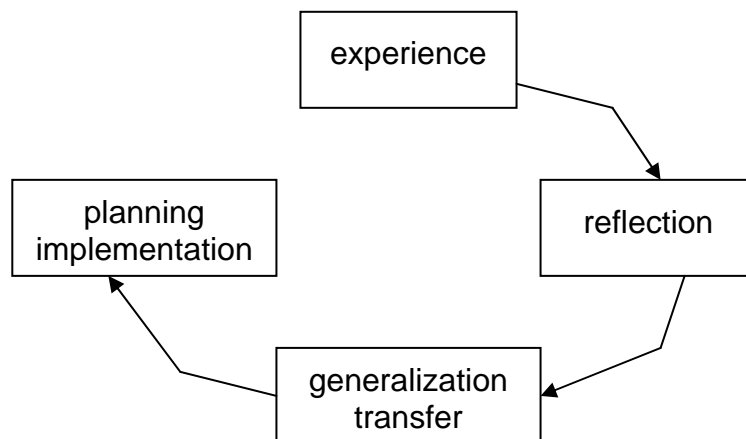
2.3. WHAT CAN BE BOTH?

- free choice what you want to learn
- outside pressure

3. HOW DO YOU LEARN BEST?

- in a little group
- individual
- feel comfortable
- repetition
- try out
- practise
- motivation
- have an example/inspiration
- clear aim
- group feeling & support
- put attention
- 100 % concentration
- try & error (no fear to fail)
- persistence
- creative atmosphere

The process of experiential learning



reflection:

important to prevent that the volunteer makes experience after experience without learning of it

generalization transfer:

the reflected experience becomes a part of your knowledge and behaviour

planning implementation:

volunteer shall implement exercise in an action

→ RESULT:

Volunteer develops, takes initiative and learns in a different way

Learning and EVS

1. There exist 2 kinds of motivation:
 - outer motivation
 - inner motivation
2. EVS offers much space for inner motivation in comparison with other things (school,...). It means creating opportunity. To keep the inner motivation it is important to have regularly dialogues about what the volunteer wants. He must be free to decide in which direction he wants to develop.
3. Often it's more important for the organisation to have a worker than to have a learner. But an EVS hosting organisation should not be forced at the result but more at the process.
4. The hosting organisation has to talk with the volunteer about the learning process. What is the best method for him to learn and what about the learning progress?
5. There have to be regular meetings
 - with the supervisor (talk about work progress)
 - with the mentor (talk about the whole process)
6. What is the intention for a hosting organisation to do an EVS?
 - help a young person to develop
 - learning from each other (working with a volunteer means also learn experiences for the organisation and the youngsters/kids)

6. LEARNING OF THE DIFFERENT PARTICIPANTS OF EVS

LEARNING OF THE VOLUNTEER;

- new culture
- working with youth and children
- intercultural
- living abroad
- personal development
- dealing with your organization
- difficult situations
- new language
- artistic skills
- learn to handle own crisis

LEARNING OF THE KIDS/ YOUNGSTERS

1. identity of children/ youngsters
 - volunteer as role model for circus
 - identify with volunteer because he/she is (quite) young
 - volunteer as role model of how you can be as human being
2. learning for children/ youngsters
 - by teaching volunteer
 - that someone comes & goes
 - working with language barriers
 - working with new teaching techniques
3. lessons for volunteer
 - short lessons
 - weekend
 - safety, pedagogy skills
 - evaluation with staff & children

4. input from volunteer

- culture
- circus practises
- skills
- dance
- songs
- games

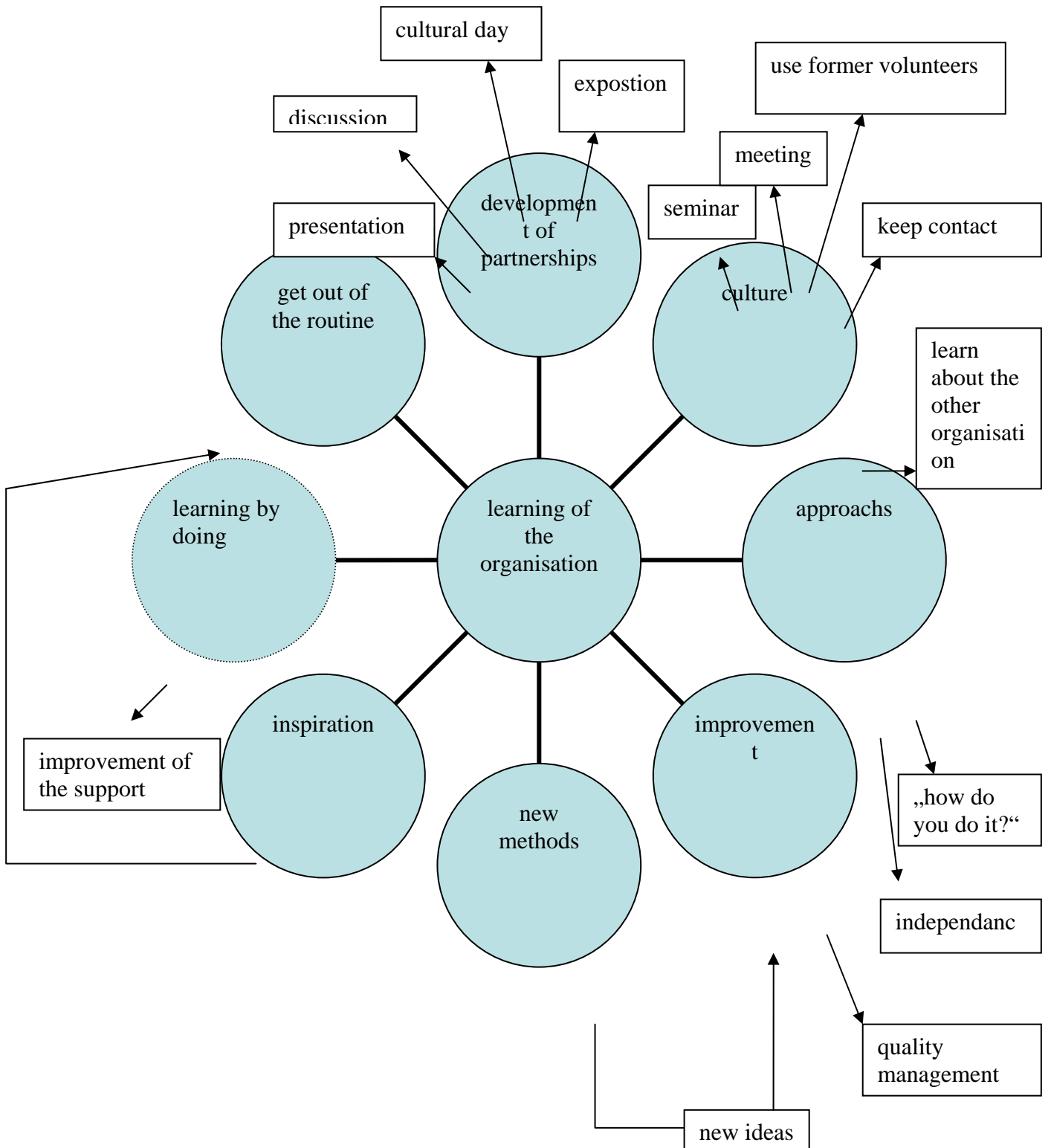


different for children & adolescents
 ↓
 volunteer has to adapt to the age - range

5. how children learn (in comparison with adolescent)

Children	Adolescent
playing	improvising
easy challenge, lower level	difficult challenge, high level
in groups	both in groups or individual
	practice on their own

Learning of the organisation



7. QUESTIONS AND ANSWERS

WHY YOUR ORGANIZATION HAS DECIDED TO PARTICIPATE IN EVS?

- to send volunteers / to get more knowledge / to contact other European (Tody)
- we send some volunteers first, then we think that it would be great to be a hosting organization (Holger)
- we are very pro-exchange and want to connect circuses in Europe / we are a big organization (Elleboog)
- because we want to exchange ideas (Hamburg)
- open, exchange experience this seminar (Rotjeknor)
- start exchanges / different ideas / learn from other organization
- connect Europe / exchange (Catharina)
- young people learn from other cultures (Circus Pimparello)
- manage better / grow faster (Maria, Spain)
- motivation of volunteer / intercultural dimensions
- new experience / learn from each other (Jana, CircO)

WHY YOU HAVE DECIDED TO BE INVOLVED IN EVS?

- wants to become a EVS volunteer / new culture, new circus (Catharina, CircO)
- motivation to work in another circus / because EVS is good organized and connected / connecting with people (Eileen, Elleboog)
- to learn about other cultures, languages, to enjoy another country / to learn something new (Rieke, Jokes)
- european dimension, enriches (Belgium)
- international background (Maria, Spain)
- we are a young organization and want to make it grow also with help of some volunteer
- did go away (Cynthia)
- make info before (Holger)

WHAT IS FOR YOU AS A SUPPORT PERSON PERSONALLY THE BIGGEST CHALLENGE IN THE EVS?

- to make the volunteer feel comfortable to start a good relation (Circus Pmparello)
- make us well known in the EVS (Diablos)
- comfort for Volunteers / Not become home sick (Jorge)
- to make receive and send projects / to find some new point of views from other projects (Holger, CircO)
- to make everything comfortable for the volunteer (Andreea)
- find volunteers / make partnerships (OPAK)
- feel at home / feel useful (Jordi)
- fill the volunteer time with quality things, things to grow up and learn new stuff
- make it interesting for both sides
- the language and the financial part / it is very expensive to have a volunteer (Dietmar)
- to make them feel comfortable and make them gain new experience and make them a good time (AbraxKadabrax)

HOW YOUR ORGANIZATION CAN SUPPORT QUALITY IN EVS PROJECTS?

- mentor / experience with a lot (national) volunteers / time to be present / volunteer lives together with people (CircO)
- support in preparation for EVS volunteer (AbraxKadabrax)
- we have a net of organization for volunteer to learn this kind of organization (Jordi)
- support all art forms / finding tutors / interesting activities for the volunteers (OPAC, Tody)
- 1st two months they organize a training / one volunteer arrives before the one before leaves -> the old one helps the new one / rules for dangerous training (Eric, Diabale)
- organization skills / network, other organization (Jordi)
- help other organizations to organize EVS / give a lot of experience in the work field (anne)
- big organized diversity (Circus Leikanon)
- to have qualified people how look after the volunteers (Jokes)
- tutoring / good accommodation / transportation /everybody is aware of EVS (CaBuWaZi)
- training the volunteers in technique and social skills / different background and a lot to learn / take care / coordinator spend time (Elleboog)
- 1st give opportunity / give a good mentoring to the volunteer (Gesine)
- Not just work

WHAT CAN YOUR ORGANIZATION LEARN THROUGH THE EVS?

- participate EU-circus / how to understand culture / other techniques / learn to present English (Maria)
- lifestyle (Circus Pimparello)
- learn from the experience of the volunteers / learn to improve the EU project (Beweging)
- different views of circus / different ways of working (Gesine, CircO)
- new ways to get the things organized / learn to work with the volunteer organization (Diaboles)
- circus skills, culture, working with different people (Rieke)
- different approach to circus (Elleboog)
- the culture of the EVS, different strategy exchange ideas CIRCO
- they can learn new ways of training, organization, shows, etc. (Berna)
- to accept other cultures
- better EVS projects
- another way of teaching
- new methods (Jonas-Circus in Beweging)
- exchange of culture (Maria – Diabales)
- learn about other cultures and other ways to work (Imre)
- we are a young organization we have to learn new methods, skills... learning by doing
- learning about the other Organization
- way of working, other cultures, how to involve a not-professionals volunteer (CABUWAZI)

WHAT YOU PERSONALLY CAN LEARN THROUGH BEING INVOLVED IN THE EVS PROJECTS?

- other cultures, circuses / to be open for the world (Jana, CircO)

- intercultural experience about myself / I want to learn about organizing (Eileen-Elleboog)
- new culture, language, circus skills / organization (Rieke, Jokes)
- never been thinking to go in a circus in few years as a volunteer (Jorge)
- how to do a project with EU / qualities at the volunteers (Maria)
- much culture, organization, language, other way of living (Belgium)
- meet new people / find out how other organizations work to improve my own organization (OPAK)
- project organization / new organization (Tody)
- volunteers bring a lot of ideas (Jonas, Circus in Bewegung)
- new circus skills, teaching, culture, language (Andreaa)
- exchanging work and grow up (Berna)
- international contacts, organization (Jorge)
- Skills how to teach (Rieke, Jokes)

WHAT IS THE BIGGEST CHALLENGE FOR YOUR ORGANIZATION PARTICIPATING IN THE EVS?

- language->English / volunteer to learn German / money to support volunteers (Dietmar, Jokes)
- all the paper work (Barcelona)
- to get the volunteer really involved / follow up (Rieke)
- exchange projects / know culture
- exchange project organized -> got to know (Barcelona)
- to involve volunteer
- to deliver a good project and care for a real exchange / to show what EVS is with-through the volunteer (Jonas)
- differences of culture, no culture shock, not become homesick, take care of the Volunteers person / feel part of the organization (OPAK)
- to invite more than one volunteer in order to pay the coasts (Diables)
- to grow up, development (Circus Pimparello)
- organize finance, find a trust person / the unknown language (Jokes)
- filling the application form on time

HOW YOU PERSONALLY CAN SUPPORT QUALITY IN EVS PROJECTS?

- I'm young like the volunteers (Catharina)
- help them to start / share experience / application form / discuss problems (Anne)
- show them our culture (Andreaa)
- show the way of work, help and support with exchange knowledge (CaBuWaZi)
- do projects for other volunteers to find a organization (Elleboog)
- new ideas while working as a volunteer (Berna)
- tutoring / make it more regular, more personal / take care that everyone knows about EVS
- good communication between volunteers-hosting-sending organizations
- trying to get involved and support activities in own & other organization (Tody)
- by coaching and learning from EVS volunteers (Elleboog)
- I can introduce the EVS person in our work / I can try to show my point of view (Gesine)
- Good organization / involve the volunteer in personal activities (Rieke)

8. EXPERIENCES IN DIFFERENT SUBJECTS

	GOOD PRACTISE	CHALLENGES	QUESTIONS
Free time & integration	<ul style="list-style-type: none"> - living community with people from the circus or local people - host family - facilitate free time activities (in the beginning) - good language course 	<ul style="list-style-type: none"> - new country, new language, new people - cultural shock, physical and psychological issues=> closing-up, sleep and food problems... - to feel alone (or to find very active social life) in free time =>lost of motivation 	<ul style="list-style-type: none"> - can the organisation find some activities? - how to find the balance between being alone and doing too many things
Works & tasks of the volunteer	<ul style="list-style-type: none"> - having responsibility - involvement - giving him freedom in the work (free to choose) - not using the volunteer to replace professionals - one person (!) (someone who has time) giving tasks to the volunteer/ discuss the tasks regularly (e.g. every week) 	<ul style="list-style-type: none"> - to keep the balance between supporting the volunteer to create his individual projects and to protect him from getting "exploited" (used work all alone) - motivate for difficult tasks 	<ul style="list-style-type: none"> - When can I say "NO" to the organisation?

	GOOD PRACTISE	CHALLENGES	QUESTIONS
Intercultural dimensions / language	<ul style="list-style-type: none"> - Belgium: helpful for the language – learning to put the volunteer into a host family with children - does not have to be an „official“ language course (but e.g. a friend teaching) - take volunteer out of working place to other activities - partnership with institutions who offer language/ integration classes - flexibility and keeping an open mind to accommodate differences in habits - 100% inclusion in day-to-day festive and common events/dinners/courses... 	<ul style="list-style-type: none"> - find extra activities outside of the working field - try to speak your own language that the volunteer learns it - try to “live“ the culture of the host organisation to understand it - know the technical language about each organisation - find the way to adapt hosting and volunteers’ customs and habits 	<ul style="list-style-type: none"> - what ways are there for the volunteer to learn the language - what is „intercultural“ dimensions? - can I use another language than the official (english)?
Partnership & cooperation (sending, hosting, coordinating organisation, national agency)	<ul style="list-style-type: none"> - an office which connects so, ho, co and na 	<ul style="list-style-type: none"> - good contact between so – ho - good fit between so und ho und individual - online page for contacts and description of individuals and organisations - regular contact between so und ho 	<ul style="list-style-type: none"> - what is the motivation for a better contact between so and ho?

	GOOD PRACTISE	CHALLENGES	QUESTIONS
Learning process volunteer / organisation	<ul style="list-style-type: none"> - evaluation of the process - to participate in every part of the organisation (volunteer) - learn different methods of teaching (both) - giving a feedback to each other 	<ul style="list-style-type: none"> - to make the aim of EVS clear for both : vol. and org: what has to be learned - learn as much as possible from each other - to understand the intentions of the org. as a vol. 	
Risk prevention & crisis management	<ul style="list-style-type: none"> - mentor who feels responsible for the volunteer and takes problems serious - everybody involved should know about the EVS program to prevent issues - define the responsibility - inform about cultural differences 	<ul style="list-style-type: none"> - different expectations could lead to problems - language difficulties => makes communication complicated - drugs - looks for the good status of the installations 	<ul style="list-style-type: none"> - what kind of problems could occur? How can they be solved?

	GOOD PRACTISE	CHALLENGES	QUESTIONS
Practicalities (accommodation, food, pocket money, local transport)	<ul style="list-style-type: none"> - not using the volunteer money for the organisations' needs - with the accommodation and general needs - taking care of visa, insurance.... - Administrative part of the Project - have your objectives clear and the reality of your organisation - limit yourself with the budget, don't spend more money than you have - know how to expose clearly your objectives to the N.A. - inform yourself very well before you start - have a B-plan (just in case) - Take enough time for your project! (24 months) <ul style="list-style-type: none"> o spend money o doing follow-up 	<ul style="list-style-type: none"> - try to be on time - know which form to apply and know how to do that - find the properly budget to not unexpected surprises - avoid copying old applications 	<ul style="list-style-type: none"> - ways to take the 100% of money before start? - is there a general organisation who can support you with reviewing your application?



9. Youthpass

WHAT IS IT?

- learning documentation/recognition of learning
- certificate ↔ process
- make the learning visible (in a dialogue)
- administration things (how long, where, what were the tasks)
- self-assessment (how the participant understands his development)

WHY?

- key competences
- application (employer sees that you are an interested participated citizen)



10. PROFILES CIRCUSES

ELEMENTALIS in POLAND	
We offer:	We are looking for:
<ul style="list-style-type: none"> - experience in projects within youth in action (action 1., 2., 3., 4.) - cooperation with circus people from Poland - circus EVS project in 2011 - partnership in different projects 	<ul style="list-style-type: none"> - partners from other countries - meeting in EJC in 2012 in Poland - all nice initiatives
Short description	
<p>Elementalis non-formal juggling group. Participants of this juggling group are young people interested in fire and traditional juggling. The performances are mixture of fire, circus skills, belly dance and pirotechnics. They actively participated in several youth exchanges - in Poland, Spain, Bulgaria, Germany. There exists a good partnership with Diablos de Sant Cugat from Catalonia.</p>	
<p>Miasto Częstochowa (in Poland) local municipality which is sending, hosting and coordinating organisation for EVS. At the moment they host 5 volunteers.</p>	
What's the special of your circus/ your organisation?	
<p>As a group Elementalis we provide free juggling workshops for young people. Our team is not fixed and each show prepared by us is different from another. We try to combine different arts in our performances like flying lanterns, pirotechnics or belly dance.</p>	



CircO – Germany – Hannover	
We offer:	We are looking for:
<p>EVS-start: summer 2011</p> <ul style="list-style-type: none"> - hosting + sending organisation - a lot of different opportunities (give courses, organisation) - experience with volunteers 	<ul style="list-style-type: none"> - someone with pedagogical interest for different social circus courses
Short description	
<p>CircO</p> <p>CircO is the network of different circuses for kids and teens. They are settled in two small gyms of a school in which they offer training courses for kids from four years and interested teens. Four times a week they have an open practise time.</p> <p>But the main contain of their work is in organising events with many different groups and circus program in and after school.</p> <p style="text-align: center;">What's the special of your circus/ your organisation?</p> <p>The special thing of CircO is that we as a network have contacts to many different circuses for kids and teens in Hannover. We offer much space for creation and self-development for the volunteers.</p>	



JOKES – die Circusschule – Germany – Bremen	
We offer:	We are looking for:
<ul style="list-style-type: none"> - experience in social circus + artistic skills - hosting organisation with experience in EVS - organisation of an international circus-festival in 2012 - a beautiful town with nice people - big local network 	<ul style="list-style-type: none"> - an one-year volunteer for summer 2011 - someone who likes to work with children and have experience in it - long-term partnership - partnership in EVS - youth-festival - training for young trainers
<p>Short description</p> <p>With over 500 children and teens in over 26 school and free time activities offers Jokes e.V. a cultural, social and moving program.</p> <p>The kids and youngsters between four and 21 years try out and learn with and about their own body and get self confidence, motivation, concentration and a lot of patience.</p> <p>Furthermore Jokes offers: advanced education, shows, open circus, workshops and theme days</p> <p style="text-align: center;">What's the special of your circus/ your organisation?</p> <p>Jokes works in the way of combine classic circus techniques, dance and theatre with themes which interests youngsters.</p> <p>Jokes cultivate international contacts to France, Palestine, Belgium, Poland, Latvia and Sweden.</p> <p>Since 2002 it's a sending organisation and since 2009 it's a hosting organisation.</p>	



CRESCER E VIVER (BRAZIL)	
We offer:	We are looking for:
<p>Project in Brazil (youth exchange)</p> <p>Step 1 (3 – 4 months)</p> <p>3 EVS - volunteers go to BELHORIZONTE in Brazil to work together with an experienced staff on the circus festival of Brazil and prepare the group exchange project.</p> <p>Step 2 (3 – 4 weeks)</p> <p>Groups from 3 different countries come together in Rio de Janeiro.</p> <p>(The home countries / organisation of each volunteer become connected with Brazilian youngsters of several ages to make a show / walking acts together which will be shown in the festival of BELHORIZONTE, so it's a cultural program for festivals).</p> <p>Step 3 (5 days in each country)</p> <p>They perform (during holidays) in each home country</p>	<p>EVS volunteers (1 from 4 different countries) to prepare a youth exchange project and a festival in Brazil (Rio de Janeiro – Belo Horizonte – Salvador – Sao Paulo)</p> <p>for 6 month</p> <p>willing to organisation</p> <p>prepare / participate in organisation in a (“longer” term) cooperation</p> <ul style="list-style-type: none"> - contact making seminar - sending EVS - sending youth exchange (MULTI MEASURE EXCHANGE) - group young “circus” people willing to do a group exchange with 2 other EU countries and Brazil <ol style="list-style-type: none"> 1. Seminar 2. EVS 3. Youth Exchange



Elleboog – Netherlands – Amsterdam	
We offer:	We are looking for:
<ul style="list-style-type: none"> - experience in social circus - trainings in circus skills - training in teaching skills and the methodology of circus Elleboog - the experience of working with kids of all areas of Amsterdam, all cultural diversities - connections to other organisations 	<ul style="list-style-type: none"> - An EVS volunteer who: - is enthusiastic - has interest in Circus and working with children - likes to be active in different aspects of the daily “circus school” life - is willing to learn from Elleboog
<p>Short description</p> <p>With its 60 years, circus Elleboog is the oldest and one of the biggest circuses of Europe, 14000 participants in a year, on more than 20 locations of Amsterdam</p> <p style="text-align: center;">What’s the special of your circus/ your organisation?</p> <p>We have many social projects (this is the origin of Elleboog) We have 25 circus and pedagogical teachers and 35 volunteers and trainees</p>	

C.E.A.R.C. Rumania	
We offer:	We are looking for:
<ul style="list-style-type: none"> - sending and offering organisation - 1 volunteer 	<ul style="list-style-type: none"> - 4 volunteers in 2011 - motivation for: circus activities, music, visual arts, logistics and office work - an big aspect is the interest in social work



Cirkus in Beweging – Belgium	
We offer	We are looking for
<ul style="list-style-type: none"> - volunteers - youth exchange → circus festival (2012) - pedagogic training for trainers (BIC) - experience <ul style="list-style-type: none"> - a social circus - circo motorics - productions with youngsters - international projects ↳structure of a circus - organisation 	<ul style="list-style-type: none"> - volunteer (2011) - youth exchanges festivals - new circus techniques <ul style="list-style-type: none"> ↳experienced teachers - experience in new media - partner for teacher exchange

Circus Rotjeknor – Netherlands – Rotterdam	
We offer	We are looking for
<ul style="list-style-type: none"> - 1-2 day exchange including performance and workshops (look also at 'we are looking for) 	<ul style="list-style-type: none"> - a volunteer (probably) - contacts with youth circuses/ social projects in Germany/ Poland/ Lithuania/ Latvia/ Estonia/ Finland which we can visit for 1-2 days in summer 2010



Circus PIMPARELLO – southern Germany – Gschwend	
We offer:	We are looking for:
<ul style="list-style-type: none"> - a hosting organisation - nature - living community with other volunteers - space for own projects - daily support - different circus activities with different groups - education for circus youth trainers 	<ul style="list-style-type: none"> - volunteers from 1st of September till 31st of August - who are motivated for work with kids and youth - motivation for circus work with three aspects: technique, pedagogy and art - people who want to live on the countryside

Albert & Friends Instant Circus – UK – London
Short description
<p>A&FIC exists to develop the creative potential of young people through a comprehensive circus workshop programme which is open to all young people irrespective of their socio-economic environment or physical ability. It strives to inspire young people to look beyond their own personal circumstances and to become useful and productive citizens of the wider world.</p>
What's the special of your circus/ your organisation?
<p>Circus Theatre is the company's speciality, drama, music, mime and movement</p>



Diablos de Sant Cugat – Spain	
We offer	We are looking for
<ul style="list-style-type: none"> - participation in the decision-making and the nucleus of the organisation - organize, monitor & create a multi-disciplinary shows (music, dance, fire, acting, etc...) - know in detail the administrative & organisation structure of the organisation: in the end the volunteer will be able to create their own organisation in the country of origin - participate & organise cultural and social events: from construction of infrastructure to actions - participation in activities of our cultural organisation forming part of our cultural networks - know in detail the catalan culture and benefit from diverse social life in the city - organise workshops, work with the things the volunteer knows and new skills they will learn during the project - improve and construct props from the shows - knowledge and practise with pyrotechnic and detonation - participate in percussion groups - participate in teaching fire to children - work on webpage - prepare the newsletter (in catalan) 	<ul style="list-style-type: none"> - someone who does not fear fire - motivated to learn and get involved in catalan culture - motivated and skilled in working in groups - who is proactive and can propose actions, take decisions and responsibility - motivated to create artistic shows - open, motivated and responsible to learn in minimal time new language - who has computer and internet literacy - practical views and skills - open minded and extrovert to activities to outside of general diablos activities (other organisations, clubs, events, etc.) - motivated and able to maintain high levels of actions for long hours - willing to share his/her own experience and bring new ideas to the devils and approaches



Fédération Française des Ecoles de Cirque - France

Short description

The « Fédération Française des Ecoles de Cirque » (FFEC) is a network of circus schools. It was founded in 1988 and currently has 153 members located all around France.

Our organisation works in collaboration with varied partners (public Departments, culture professionals, circus schools...) so as to provide a high-quality circus training.

FFEC: FIGURES

- It collects 153 members: 140 schools and 13 local umbrellas.
- 23 000 people are regularly practicing circus in our schools; we can also estimate that 300 000 people enjoy specific circus workshops (elementary schools, secondary schools, outdoor centres...).
- As concerned circus training, we only employ qualified teachers: they are 600 in all.
- The schools are both professional and non professional practicing places. As “professional” schools (9 of 140), we mean that the students are given the possibility to be become artists or circus teachers.

SERVICES TO MEMBERS

We certify that our schools offer good circus practicing conditions. We also propose many tools to help managing the schools: administration, security, health, pedagogy...

Sometimes trainings are organised by our network, dealing with these preceding themes.

Our organisation gives specific diploma:

- The “BIAC”: for persons who would like to be teachers in non professional schools
- The “BISAC”: intended to train publics with social, physical or psychological difficulties.

The FFEC is an information and exchange network on circus. It mainly relies on a sharing information system: website, forum...

The FFEC lobbies public authorities.

Public partners: Youth and Sport Department / Culture Department



Le Plus Petit Cirque du Monde – France – Ile de France

Short description

PPCM is a circus organisation for children, youth and adults which exists for 18 years now. Our area of activity is non professional practice and popular education. We play a part in five directions:

- weekly classes from October to June
- training course during the vacations
- summer camps in partnership with other social organisation
- other interventions: schools, jails, youth homes, crèche...
- training for trainers

Abrax Kadabrax – Germany – Hamburg

Short description

Abrax Kadabrax was found in 1998. Today they reach more than 1000 children per year.

Three emphases:

- show groups
- school circus
- social circus (in difficult districts)

What's the special of your circus/ your organisation?

We have a 19 diameter circus tent, many circus caravans and a circus café. Moreover we are doing a long term circus project in a school for children who have difficulties with speaking.



ATTACHMENT

Action 2 - European Voluntary Service

OBJECTIVES

The aim of the European Voluntary Service (EVS) is to develop solidarity and promote active citizenship and mutual understanding among young people.

WHAT IS A EUROPEAN VOLUNTARY SERVICE PROJECT?

The European Voluntary Service enables young people to carry out voluntary service for up to 12 months in a country other than their country of residence. It fosters solidarity among young people and is a true 'learning service'. Beyond benefiting local communities, volunteers learn new skills and languages, and discover other cultures.

An EVS project has three phases:

- planning and preparation
- implementation of the Activity
- evaluation (including reflection on a possible *follow-up*).

Non-formal learning principles and practice are reflected throughout the project.

An EVS project can focus on a variety of themes and areas of intervention, such as culture, youth, sports, social care, cultural heritage, arts, civil protection, environment, development cooperation, etc. High-risk interventions in immediate post-crisis situations (e.g. humanitarian aid, immediate disaster relief, etc.) are excluded.

It is designed to implement one or more EVS Activities.

EVS ACTIVITY

An *EVS Activity* has three essential components:

The Service: the volunteer is hosted by a promoter in a country other than her/his country of residence and carries out voluntary service for the benefit of the local community. The service is unpaid, non profit-making and full-time.

EVS Training and Evaluation Cycle: the promoters involved in the EVS Activity must ensure that each volunteer participates in:

- pre-departure training
- on-arrival training
- mid-term evaluation (for a Service lasting more than 4 months)
- evaluation of the Activity.

All training courses must comply with the Guidelines and minimum quality standards set by the Commission; details are available on the website of the European Commission.

For further information on the EVS Training and Evaluation Cycle, please consult section 'What else should you know about EVS?' under this Action.

Ongoing volunteer support: the promoters must provide personal, task-related, linguistic and administrative support to each volunteer involved in the Activity.

For further information, please consult section 'What else should you know about EVS?' under this Action.

An EVS Activity involving *young people with fewer opportunities* includes specific elements to ensure that adequate support is provided to the volunteers.

According to the number of promoters and volunteers involved, an EVS Activity can be defined as an Individual or Group EVS Activity:



- Individual EVS Activity: 1 volunteer sent by one Sending Organisation to one Host Organisation
- Group EVS Activity: between 2 and 100 volunteers sent by one or several Sending Organisations to one or several Host Organisations. The distinguishing feature of the Group EVS Activity is that volunteers carry out their Service in the same time frame and the tasks they carry out are linked to a common thematic. A Group EVS Activity can also be linked to a specific event; in this case the Activity requires a solid partnership with the organising body of the event and the volunteers' tasks must all relate to the event.

THE EVS CHARTER

The *EVS Charter* is part of the Youth in Action Programme Guide and highlights the roles of each promoter in an EVS project, as well as the main principles and quality standards of EVS. Each EVS promoter must adhere to the provisions set out in this Charter.

Promoters decide together - in line with this Charter - how to share tasks and responsibilities and the grant within each Activity of the EVS Project. These divisions are formalised through an *EVS Activity Agreement* between promoters.

For more information on the EVS Charter and the EVS Activity Agreement, please consult section 'What else should you know about EVS?' under this Action.

WHAT EVS IS NOT

- occasional, unstructured, part-time volunteering
- an internship in an enterprise
- a paid job; it must not replace paid jobs
- a recreation or tourist activity
- a language course
- exploitation of a cheap workforce
- a period of study or vocational training abroad

WHAT ARE THE CRITERIA USED TO ASSESS AN EVS PROJECT?

Eligibility Criteria

Eligible promoters	<p>Each <i>promoter</i> must be:</p> <ul style="list-style-type: none"> ▪ a non profit/non governmental organisation; or ▪ a local, regional public body; or ▪ a <i>body active at European level in the youth field</i>; or ▪ an international governmental organisation; or ▪ a profit-making organisation (only when it organises an event in the area of youth, sport or culture). <p>Each promoter must be from a Programme Country, a Neighbouring Partner Country or an Other Partner Country of the World.</p> <p>Each promoter must sign the Preliminary Agreement included in the application form. The project promoters established in a Programme Country or in <i>South East Europe</i> must be <i>accredited</i>.</p>
Role of promoters	<p>Promoters involved in the EVS Project perform the following roles and tasks: Coordinating Organisation (CO) of the project, Sending Organisation (SO) in one or several Activities, Host Organisation (HO) in one or several Activities.</p> <p>There is only one CO per EVS project, regardless of the number of EVS Activities and promoters foreseen in the project. The CO doesn't necessarily have to be a SO or HO in the project (although it may be). In EVS projects involving only one volunteer, either the SO or the HO acts as CO.</p>



Number of promoters	<p>Individual EVS Activity: two promoters (one SO + one HO) from different countries, of which at least one is from an EU country.</p> <p>Group EVS Activity: two or more promoters (one or more SOs + one or more HOs) from different countries, of which at least one is from an EU country.</p> <p>In the EVS project, the number of promoters from Partner Countries does not exceed the number of promoters from Programme Countries. The EVS Activity is not affected by this criterion, as long as this rule is respected in the overall EVS project.</p>
Eligible participants	<p>Young people aged between 18 and 30, <i>legally resident</i> in the country of the Sending Organisation.</p> <p>Volunteers are selected regardless of their background.</p> <p>Volunteers with fewer opportunities can participate from the age of 16.</p> <p>Volunteers may be identified after the application has been submitted.</p> <p>A volunteer can take part in only one EVS Activity. Exception: volunteers with fewer opportunities can take part in more than one EVS Activity provided that the total duration of the combined periods of Service does not exceed 12 months.</p>
Number of participants	<p>EVS project: from 1 to 100 volunteers. Individual EVS Activity: 1 volunteer. Group EVS Activity: from 2 to 100 volunteers.</p> <p>If a project involves <i>Partner Countries</i>, the number of volunteers coming from Partner Countries in the project cannot exceed the number of volunteers coming from Programme Countries. Exception: EVS projects involving only one volunteer coming from a Partner Country.</p>
Venue of the Service	<p>The Service takes place in a Programme Country or in a Partner Country. The eligibility of the venue depends on the country of origin of the volunteer.</p> <p>A volunteer from a Programme Country can carry out her/his Service in another Programme Country, a Neighbouring Partner Country or an Other Partner Country of the World.</p> <p>A volunteer from a Neighbouring Partner Country or from an Other Partner Country of the World must carry out her/his Service in a Programme Country.</p>
Duration of project	Up to 24 months.
Duration of the Service	<p>Individual EVS Activity or Group EVS Activity involving less than 10 volunteers: the Service lasts a minimum of 2 months and a maximum of 12 months.</p> <p>Group EVS Activity involving at least 10 volunteers: the Service lasts a minimum of 2 weeks and a maximum of 12 months.</p> <p>EVS Activity involving young people with fewer opportunities: the Service lasts a minimum of 2 weeks and a maximum of 12 months.</p>
Service programme	An overview of the EVS project as well as a timetable describing a standard week of Service of each EVS Activity in the project must be annexed to the <i>application form</i> .
Who can apply?	<p>To be eligible as an applicant a promoter must be <i>legally established</i> either in a Programme Country or in South East Europe.</p> <p>Applications submitted to the National Agencies (see below, section 'Where to apply?'):</p> <p>One of the promoters assumes the role of Coordinating Organisation and applies to its National Agency for the whole project on behalf of all promoters.</p> <p>In order to maintain a clear link to the country where the NA is based: either all Sending Organisations of a given EVS Activity or all Host Organisations of a given EVS Activity must be based in the country of the Coordinating Organisation.</p> <p>Applications submitted to the Executive Agency (see below, section 'Where to apply?'):</p> <p>One of the promoters assumes the role of Coordinating Organisation and applies to the Executive Agency for the whole project on behalf of all promoters.</p>



When to apply?	<p>The project must be submitted for the application <i>deadline</i> corresponding to the start date of the project (please consult Part C of this Guide).</p> <p>As an exception, EVS projects composed of one or several Activities that all involve young people with fewer opportunities with Service(s) lasting between 2 weeks and 2 months may be accepted up to two weeks before the regular selection committee. For further information on the dates of these selection committees, please contact the relevant National Agency or the Executive Agency.</p>
Where to apply?	<p>Applications to be submitted to the Executive Agency:</p> <ul style="list-style-type: none"> ▪ applications by bodies active at European level in the youth field ▪ applications by promoters established in a Neighbouring Partner Country of South East Europe ▪ applications involving promoters from <i>Other Partner Countries of the World</i> ▪ applications by intergovernmental organisations ▪ applications by profit-making bodies organising an event in the area of youth, sport or culture ▪ applications for projects linked to large-scale European or international events (European Capital of Culture, European Sports Championship, etc.). <p>Applications to be submitted to the National Agencies: applications by all other eligible applicants established in a Programme Country.</p>
How to apply?	<p>The application must be introduced in compliance with the application modalities, as described in Part C of this Guide.</p>
Other criteria	<p>Advance Planning Visit (only for EVS Activity involving young people with fewer opportunities). If an APV is foreseen, it must meet the following <i>eligibility criteria</i>:</p> <ul style="list-style-type: none"> ▪ duration of the APV: maximum 2 days (travel days excluded) ▪ number of participants: maximum 2 participants, 1 is always from the SO; if a second participant is involved, s/he has to be a selected volunteer ▪ programme of the APV: a daily timetable of the APV must be annexed to the application form. <p>Mentor: A mentor must be identified in the <i>Host Organisation</i>. The mentor cannot be the person who assigns and supervises the tasks of the volunteer.</p> <p>Volunteer selection process: The promoter guarantees the transparency and openness of the volunteer selection process.</p>

Exclusion Criteria

	<p>The applicant must state, when signing the form, that they are not in any of the situations which would prevent them from receiving a grant from the European Union (please consult Part C of this Guide).</p>
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Selection Criteria

Financial capacity	<p>The applicant must show that they have stable and sufficient sources of funding to maintain their activity throughout the period during which the project is being carried out and to participate in its funding.</p>
Operational capacity	<p>The applicant must show they have the necessary competencies and motivation to complete the proposed project.</p>

Award Criteria

Projects will be assessed against the following criteria:

Relevance to the objectives and priorities of the Programme (30%)	<p>The relevance to:</p> <ul style="list-style-type: none"> ▪ the general objectives of the Programme ▪ the specific aims of the Action ▪ the permanent priorities of the Programme ▪ the annual priorities identified at European and, where relevant or specified, at national level.
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Quality of the project and methods proposed (50%)	<ul style="list-style-type: none"> ▪ The quality of project design (quality of the <i>partnership</i>/active involvement of all promoters in the project; quality of the volunteer(s) selection process; quality of the preparation phase; quality of the Service and volunteer's tasks; quality of the support and training offered to the volunteer; quality of the evaluation phase of the project; quality of risk prevention and crisis management measures; quality of specific elements foreseen in projects including young people with fewer opportunities) ▪ The quality of project content and methodology (compliance with the qualitative criteria of the EVS Charter; active involvement of the volunteer(s) in the Activity; promotion of social and personal development of the volunteer(s); role of the Mentor; intercultural dimension; European dimension) ▪ The quality of project reach (<i>impact</i> and multiplying effect; visibility of the project/visibility of the Youth in Action Programme; <i>dissemination and exploitation of results</i>).
Profile of participants (20%)	<ul style="list-style-type: none"> ▪ Involvement of <i>young people with fewer opportunities</i>

WHAT ELSE YOU SHOULD YOU KNOW ABOUT EVS

What are the roles of promoters involved in EVS?

The EVS Charter annexed to this Programme Guide describes the role of EVS promoters acting as Sending, Host or Coordinating Organisation. Furthermore, the Charter defines the main principles of EVS and the minimum quality standards that must be respected within an EVS project.

According to the EVS Charter, promoters jointly decide how to share tasks and responsibilities and the EVS grant within each Activity of the EVS project.

This section suggests how such roles and tasks could be shared (in some cases these roles must be compulsorily performed by a given promoter).

Coordinating Organisation
<ul style="list-style-type: none"> ▪ bears the financial and administrative responsibility for the entire project towards the National Agency or the Executive Agency ▪ coordinates the project in cooperation with all Sending and Hosting Organisations ▪ distributes the EVS grant between all Sending and Host Organisations, in line with the distribution of tasks formalised in the EVS Activity Agreement ▪ ensures that the volunteer(s) attend(s) the full EVS Training and Evaluation Cycle ▪ provides support to the volunteer(s) it places in the Host Organisation(s) ▪ carries out all or some of the administrative tasks of the Sending or Host Organisation(s) involved in the project ▪ ensures, with the Sending and Host Organisations, that each volunteer is covered by the obligatory EVS group Insurance plan foreseen in the Youth in Action Programme ▪ arranges with the Sending and Host Organisations a visa for the volunteer(s) who need it. The National/Executive Agencies can issue visa support letters, if needed ▪ completes, with the Sending, Host Organisation and the volunteer, and issues, a Youthpass certificate for those volunteers who want to receive it at the end of their EVS.

Sending Organisation
<ul style="list-style-type: none"> ▪ Preparation <ul style="list-style-type: none"> - helps the volunteer(s) to find and contact a Host Organisation - ensures the participation of the volunteer(s) in the pre-departure training course - provides adequate preparation for the volunteer(s) before departure, according to the individual needs of the volunteer(s). ▪ Contact during the voluntary service



- keeps in contact with the volunteer(s) and with the Host Organisation(s) during the project.
- **Upon volunteer's return**
- ensures the participation of the volunteers in the evaluation of the Activity
- provides support to volunteer(s) to help reintegrate them into their home community
- gives volunteers the opportunity to exchange and share experiences
- encourages the involvement of the volunteer(s) in dissemination and exploitation of results
- provides guidance regarding further education, training or employment opportunities.

Host Organisation

- **Mentor**
- identifies a mentor who is responsible for providing personal support to the volunteer(s).
- **Task-related support**
- offers supervision and guidance to the volunteer(s) through experienced staff.
- **Personal support**
- provides personal support to volunteer(s)
- gives the volunteer(s) the opportunity to integrate into the local community, to meet other young people, to socialise, to participate in leisure activities, etc.
- encourages contact with other EVS volunteers whenever possible.
- **EVS Training and Evaluation cycle and language support**
- ensures the participation of the volunteer(s) in the on-arrival training and mid-term evaluation
- arranges language learning opportunities.
- **Principles of the Service**
- ensuring universal accessibility to EVS: Host Organisations cannot specify that volunteer(s) should be of a specific ethnic group, religion, sexual orientation, political opinion, etc.; neither can they require qualifications or a certain educational level in order to select the volunteer(s)
- offering to the volunteer(s) the opportunity to carry out a well-defined set of tasks, allowing some of the volunteer's ideas, creativity and experience to be integrated
- identifying clear learning opportunities for the volunteer(s).
- **Accommodation and food**
- providing suitable accommodation and meals (or a food allowance, covering also the holiday period) to the volunteer(s).
- **Local transport**
- ensuring that means of local transport are available for the volunteer(s).
- **Allowance**
- giving the due allowance to the volunteer(s) on a weekly or monthly basis.



What is an EVS Activity Agreement?

In order to guarantee the smooth and transparent implementation of EVS projects, promoters and volunteer(s) involved in any EVS Activity are asked to formalise their distribution of tasks, responsibilities and share of the EU grant through an internal agreement, defined as an EVS Activity Agreement. This Agreement also lays down the tasks, working hours and practical arrangements as well as the expected learning process and learning objectives of the volunteer(s).

An EVS Activity Agreement must contain the original signature of the legal representative of the Coordinating, Sending and Host Organisations as well as of the volunteer(s) involved in the EVS Activity. All signatories should receive a copy of the Agreement; the Agreement is binding on all of them. Where there is doubt or dispute, the criteria and rules of EVS, as stipulated in the Programme Guide, shall prevail over the Activity Agreement.

The Youth in Action Programme defines the minimum requirements which must be contained in the Activity Agreement, leaving up to promoters and volunteers the choice of format and level of detail of this document. These minimum requirements, as well as the provisions relating to submission and amendment of the Agreement, are described in the application form.

The Coordinating Organisation must send a copy of the Activity Agreement to the National Agency or the Executive Agency which has selected the project.

If the EVS project is implemented through more than one EVS Activity, the Coordinating Organisation must submit a separate Activity Agreement for each planned EVS Activity.

The EVS Activity Agreement must be submitted either with the application form or at a later stage, but in all circumstances, no later than 6 weeks before the start of the EVS Activity.

In the latter case, different payment procedures apply to the grant agreement signed with the beneficiary (please consult Part C of this Guide).

How is the volunteer selection process carried out?

Volunteers are chosen regardless of their ethnic group, religion, sexual orientation, political opinion, etc. No previous qualifications, educational level, specific experience or more than basic language knowledge should be required. A more specific profile of the volunteer might be drawn up if justified by the nature of the tasks of the Service or by the project context but even in this case selection on the basis of professional or education qualifications is excluded.

EVS Insurance

Every EVS volunteer must be enrolled into the Group Insurance Plan for EVS volunteers foreseen by the Youth in Action Programme, which complements the coverage by national social security systems - if applicable.

The Coordinating Organisation, in cooperation with the Sending and Host Organisations, is responsible for the enrolment of the volunteer(s). This enrolment must be done before the departure of the volunteer(s) and cover the duration of the Service.

An insurance Guide including all the information on the coverage and support provided, as well as instructions on the online enrolment process, is available at www.europeanbenefits.com.

Youthpass

Every person who has taken part in a Youth in Action project under this Action is entitled to receive a Youthpass certificate, which describes and validates the non-formal and informal learning experience acquired during the project. For more information on Youthpass, please consult Part A of this Guide or www.youthpass.eu.

What support is available?

Within European Voluntary Service, quality and technical support to young people and promoters is provided by National Agencies and the EVS Advice and Support Organisations at national level, and by the Education, Audiovisual and Culture Executive Agency and the Commission at European level.

The core service consists of helping, on request, with the identification of volunteers and EVS Sending, Host and Coordinating Organisations and supporting the matching of volunteer and organisation based on mutual interests, profiles and expectations.



This is mainly intended to help those who want to get involved in EVS, but do not yet have the necessary European or international contacts. In this context, the Internet database of accredited EVS organisations can also be of great help: http://ec.europa.eu/youth/program/sos/hei/hei_en.cfm.

Other services may also be available. Please contact your National Agency or the Executive Agency to find out more.

Furthermore, once the project is selected, additional support can be given by the Youth Helpdesk of the Executive Agency, which provides assistance to all the volunteers participating in an EVS project in crisis/risk situations and assists in visa issues. http://eacea.cec.eu.int/youth/programme/index_en.htm/helpdesk

EVS Advice and Support Organisations

To complement EVS services, EVS Advice and Support Organisations are identified by National Agencies from civil society and the public sector. The EVS Advice and Support Organisations help with the identification of volunteers and EVS Sending and Host Organisations on request. They can also help to match the interests, profiles and expectations of volunteers and organisations and assist with partnership-building. However, the actual recruitment and selection of volunteers remain the responsibility of Sending/Host/Coordinating Organisations and cannot be taken over by EVS Advice and Support Organisations or National Agencies.

In addition to these core tasks, EVS Advice and Support Organisations may also assist in developing the thematic or geographic scope of EVS or in reaching out to a certain target group. The exact set of services is determined by the National Agencies in light of the Youth in Action priorities, the respective capacities and the situation of EVS in a given country. In justified cases, a similar advisory and supportive role may also be conferred on individuals. EVS Advice and Support Organisations may also send, host or coordinate volunteers themselves and receive a project grant for this, provided that they are accredited EVS sending, host or Coordinating Organisations.

EVS Advice and Support Organisations must not take over contractual or financial management responsibility from National Agencies.

Former EVS volunteer structures

Any volunteer may choose to become involved in the activities of the national structures of former EVS volunteers during or after the EVS.

These structures work on youth and volunteering issues. Their activities generally include providing support to EVS volunteers and setting up platforms for communication and networking among former EVS volunteers for sharing experiences.

For details, please contact your National Agency or the Executive Agency.

Examples of EVS projects

EVS Project including 1 Activity (Individual EVS)

A Italian promoter acting as the Coordinating Organisation submits one grant application by the 1 April 2008 deadline to the Italian National Agency.

It includes one Activity: the same Italian promoter sending 1 volunteer to a theatre association in the United Kingdom, for 7 months of Service (07/2008 to 01/2009).

The project involves 1 Sending Organisation (also Coordinating Organisation), 1 Host Organisation and 1 volunteer.

EVS Project including 1 Activity (Group EVS)

A German promoter acting as the Coordinating Organisation submits one grant application by the 1 September 2009 deadline to the Executive Agency.

It includes one Activity: five promoters from Spain, Sweden, Ireland, Hungary, Slovakia sending 12 volunteers to three German associations cooperating with the organising committee of Essen European Capital of Culture 2010, for 1 month of Service (04/2010 to 05/2010).

The project involves 1 Coordinating Organisation, 5 Sending Organisations, 3 Host Organisations and 12 volunteers.



EVS Project including 3 Activities

A French promoter acting as Coordinating Organisation submits one grant application by the 1 June 2008 deadline to the French National Agency.

The EVS project includes three EVS Activities:

- Activity 1: Two Polish promoters sending 2 volunteers in an orphanage in France. The volunteers are hosted by one French Host Organisation and they carry out their Service for a period of 8 months (02 to 10/2009).
- Activity 2: Four French promoters sending in total 20 volunteers to 20 caring centres for young people with disability located in Albania, Belgium, Greece, and Romania for 6 months (09/2009 to 03/2010).
- Activity 3 (Inclusion Activity): One French promoter sending 1 volunteer with fewer opportunities (for instance, a young person facing social difficulties because s/he dropped out of school) to a social and leisure centre for young refugees in Finland for 12 months (04/2009 to 03/2010).

In total, 1 Coordinating Organisation, 7 Sending Organisations, 22 Host Organisations, and 23 volunteers would be involved in the project.

The graphic below illustrates the main steps of this project example:

I. Project preparation including contacts with promoters, elaboration of the volunteers' selection process, timetable of all the EVS Activities, etc. (10 to 12/2008: 3 calendar months)

II. EVS Activities (01/2009 to 03/2010: 15 calendar months)	<u>Activity 1</u>	Preparation of the 2 volunteers (pre-departure training, etc.)	Service (2 months)	Evaluation of the Activity with the volunteers, and support for reintegration
	<u>Activity 2</u>	Preparation of the 20 volunteers (pre-departure training, etc.)	Service (6 months) + mid-term evaluation	Evaluation of the Activity with the volunteers, and support for reintegration
	<u>Activity 3</u>	Preparation of the volunteer (Advanced planning visit -possible because it is an inclusion Activity; pre-departure training, etc.)	Service (12 months) + mid-term evaluation	Evaluation of the Activity with the volunteer, and support for reintegration

III. Project evaluation (final report, etc.) (04 and 05/2010: 2 months)

WHAT ARE THE FUNDING RULES?

The budget of the project must be drafted according to the following funding rules:

A) Action 2 Overview of funding rules

<i>Eligible costs</i>		Financing mechanism	Amount	Rule of allocation	Reporting obligations
Travel costs of the volunteer(s)	Travel costs from home to the venue of the project and return (one return ticket). Use of the cheapest means and fares (Economy class flight ticket, 2 nd class train ticket).	<i>Percentage of actual costs</i>	90% of eligible costs	Automatic	Full justification of the costs incurred, copy of travel tickets/invoices.
Sending Activity costs	Recruitment, preparation of the volunteer, staying in contact with the volunteer, evaluation, administration/communication.	<i>Scale of unit costs</i>	A.2* x number of volunteers	Automatic	Achievements to be described in <i>final report</i> .
Host Activity costs	Support to the volunteer (task-related, linguistic and personal support, mentor), accommodation, food, local transport, administration/communication.	Scale of unit costs	B.2* x number of volunteers x number of months of Service abroad	Automatic	Achievements to be described in final report. Signed declaration of the volunteer regarding the support received.
Visa costs, visa-related costs and vaccination costs	Visa costs, visa-related costs, residence permit and vaccination costs.	Percentage of actual costs	100% of eligible costs	Conditional: need for and objectives of exceptional costs must be justified in application form	Full justification of the costs incurred, copy of invoices/receipts.
Volunteer's allowance	'Pocket money' of the volunteer for additional personal expenses (to be given weekly or monthly).	Scale of unit costs (country-specific, see table E below)	Monthly allowance in € x number of months of Service abroad x number of volunteers	Automatic	Signed declaration of the volunteer.
Coordination costs	Costs for coordination, monitoring, networking, communications, administration, arranging insurance, helping with visa, arranging meetings of the promoters. NOT granted if there is only one HO and one SO.	Scale of unit costs	C.2* x number of promoters (excluding the Coordinating Organisation)	Conditional: content and objectives of coordinating activities must be justified in the application form.	Achievements to be described in the final report.
		+ Scale of unit costs	+ D.2* x number of volunteers		
Costs for additional dissemination and exploitation of results	Costs linked to additional dissemination and exploitation of project's results.	Percentage of actual costs	100% of eligible costs Up to € 500 x number of promoters	Conditional: dissemination and exploitation activities must be clearly outlined in the application form	Full justification of the costs incurred, copy of invoices/receipts. Achievements to be described in final report.

B) Action 2 Overview of additional funding rules for projects including young people with fewer opportunities

Eligible costs		Financing mechanism	Amount	Rule of allocation	Reporting obligations
Costs related to an Advance Planning Visit	Travel costs from home to the venue of the project and return. Use of the cheapest means and fares (Economy class flight ticket, 2 nd class train ticket)	Percentage of actual costs	100% of eligible costs	Conditional: need for and objectives of Advance Planning Visit must be justified in the application form	Full justification of the costs incurred, copy of travel tickets/invoices. Achievements to be described in final report.
	+ Accommodation costs and other costs during the visit.	+ Scale of unit costs	+ $E.2^*$ x number of nights (max. 2 nights) x number of participants of Sending Organisation		
Cost related to a reinforced mentorship	Costs directly related to additional personal support to volunteers with fewer opportunities during preparation, EVS Activity abroad.	Scale of unit costs	$F.2^*$ x number of volunteers x number of months of Service abroad	Conditional: need for and objectives of reinforced mentorship as well as details of personal support must be justified and explained in the application form	Achievements to be described in final report.
Exceptional costs	Costs directly related to volunteers with fewer opportunities/special needs.	Percentage of actual costs	100% of eligible costs	Conditional: the request for financial support to cover exceptional costs must be motivated in the application form	Full justification of the costs incurred, copy of invoices/receipts.

Lumps sums and scales of unit costs – adaptation based on the principle "country where the EVS Service takes place"

*** IMPORTANT!** Lump sums and scales of unit costs change according to the country. The applicant must apply the lump sums and scales of unit costs of the country where the Service of the volunteer takes place. The amounts applicable per country can be found in the tables C) and E) below. Promoters must use the amount in the corresponding column (A, B, C...) and row (country).

Which costs can be covered under the category exceptional costs?

Exceptional costs eligible for grant are costs related to young people with fewer opportunities and/or with special needs.

In this case, the grant may cover, for example, medical visits; health care; additional linguistic training/support; additional preparation; special premises or equipment; additional accompanying person; additional personal expenses in the case of economic disadvantage; translation/ interpretation.

For a definition of eligible and non-eligible costs, please consult Part C of this Guide.

C) Lump sums and scales of unit costs

The lump sums and scales of unit costs for Action 2 are the following:

	Sending activity per volunteer	Host activity costs per volunteer per month	Coordination costs per promoter	Coordination costs per volunteer	Advance planning visits per volunteer per night	Reinforced mentorship per volunteer per month
	A.2	B.2	C.2	D.2	E.2	F.2
Austria	480	470	130	100	51	250
Belgium	480	520	130	100	56	250
Bulgaria	480	430	130	100	46	250
Cyprus	480	540	130	100	46	250
Czech Republic	480	420	130	100	45	250
Denmark	480	560	130	100	60	250
Estonia	480	450	130	100	48	250
Finland	480	560	130	100	60	250
France	480	500	130	100	54	250
Germany	480	450	130	100	48	250
Greece	480	540	130	100	58	250
Hungary	480	440	130	100	47	250
Iceland	480	540	130	100	56	250
Ireland	480	540	130	100	58	250
Italy	480	540	130	100	52	250
Latvia	480	480	130	100	51	250
Liechtenstein	480	540	130	100	58	250
Lithuania	480	470	130	100	51	250
Luxemburg	480	540	130	100	52	250
Malta	480	530	130	100	57	250
Netherlands	480	550	130	100	59	250
Norway	480	560	130	100	60	250
Poland	480	470	130	100	51	250
Portugal	480	530	130	100	57	250
Romania	480	430	130	100	46	250
Slovakia	480	480	130	100	51	250
Slovenia	480	510	130	100	51	250
Spain	480	460	130	100	49	250
Sweden	480	560	130	100	60	250
Turkey	480	430	130	100	46	250
United Kingdom	480	560	130	100	60	250
Partner Country	480	360	130	100	48	200

D) Volunteer's allowance per month of voluntary Service abroad

Programme Countries

Member States of the European Union (EU) ¹	
Austria	110 €
Belgium	105 €
Bulgaria	65 €
Cyprus	95 €
Czech Republic	95 €
Denmark	140 €
Estonia	85 €
Finland	120 €
France	125 €
Germany	105 €
Greece	95 €
Hungary	95 €
Ireland	125 €
Italy	115 €
Latvia	80 €
Lithuania	80 €
Luxembourg	105 €
Malta	95 €
Netherlands	115 €
Poland	85 €
Portugal	95 €
Slovak Republic	95 €
Slovenia	85 €
Spain	105 €

¹ Individuals from an Overseas Country and Territory (OCT), and where applicable the relevant public and/or private bodies and institutions in an OCT, shall be eligible for the Youth in Action Programme, subject to the rules of the Programme and the arrangements applicable to the Member State with which they are connected. The concerned OCTs are listed in annex 1A of Council decision of 27 November 2001 on the association of the overseas countries and territories with the European Community (2200/822/EC), Official Journal L 314 of 30 November 2001.

Sweden	115 €
Romania	60 €
United Kingdom	150 €
Countries of the European Free Trade Association (EFTA) which are members of the European Economic Area (EEA)	
Iceland	145 €
Liechtenstein	130 €
Norway	145 €
Candidate country	
Turkey	85 €

Neighbouring Partner Countries	
Eastern Europe and Caucasus	
Armenia	70 €
Azerbaijan	70 €
Belarus	90 €
Georgia	80 €
Moldova	80 €
Russian Federation	90 €
Ukraine	80 €
Mediterranean Partner Countries	
Algeria	85 €
Egypt	65 €
Israel	105 €
Jordan	60 €
Lebanon	70 €
Morocco	75 €
Palestinian Authority of the West Bank and Gaza Strip	60 €
Syria	80 €
Tunisia	60 €
South East Europe	
Albania	50 €
Bosnia and Herzegovina	65 €
Croatia	60 €
Former Yugoslav Republic of	50 €

Macedonia (FYROM)	
Kosovo, under UNSC 1244/1999	80 €
Montenegro	80 €
Serbia	80 €



HOW TO DEVELOP A GOOD PROJECT?

The 'Award criteria' table in this Action lists the criteria against which the quality of a project will be assessed. Here are some advices which may help you to develop a good project.

Quality of project design

- **Quality of the partnership/active involvement of all promoters in the project**

Smooth and efficient cooperation between the Sending, Host, and Coordinating Organisations and the volunteer is a vital element for the successful development of a project. Promoters must demonstrate the ability to establish and run a cohesive partnership with active involvement of all partners and with common goals to be achieved. In this respect, the following factors should be taken into consideration: the level of networking, cooperation and commitment of each promoter in the project; the profile and background of promoters when the nature or target of the Activity would necessitate the possession of certain qualifications; a clear and commonly agreed definition of roles and tasks of each promoter involved in the project; the capacity of the partnership to ensure effective dissemination of the results achieved through the Activity. Group EVS Activities linked to a specific event require a solid partnership with the organising body of the event.

- **Quality of the volunteer selection process**

The general openness of EVS for all young people and the spirit of the Programme are reflected in an accessible and transparent selection process.

- **Quality of the preparation phase**

The preparation phase is of crucial importance for the success of an EVS. Proper preparation of the EVS Activity together with the volunteer(s) is ensured by the Sending Organisation in cooperation with the Coordinating and Host Organisations and National Agencies. Promoters should reflect on division of responsibilities, timetable, tasks of the volunteer(s), practical arrangements (venue, transfers, accommodation, linguistic support), etc.

Moreover, once the volunteer(s) are identified, frequent contact and exchange of information between the promoters prior to the Service period enables them to fine-tune the project's design according to the profile and motivation of the volunteer(s).

- **Quality of the Service and volunteer's tasks**

The programme of the Service should be clearly defined, realistic, balanced and linked to the objectives of the project and of the Youth in Action Programme.

Effective matching between tasks and volunteer profiles should be targeted. Their tasks should, as far as possible, reflect their individual abilities and desires. Volunteers should not carry out tasks of professional staff, in order to avoid job substitution and/or excessive responsibility for the volunteers. Routine tasks should also be limited to the maximum extent. The tasks of the volunteers include contact with the local community. EVS volunteers may not carry out tasks which serve to support another EVS project (i.e. may not be responsible for project management or for the selection or training of other EVS volunteers).

- **Quality of the support and training offered to the volunteer**

Proper support to the volunteer(s) should be provided in all phases of the project. More precisely, each volunteer should receive personal, task-related, linguistic and administrative support. The personal support is reinforced by a Mentor, whereas another person, with significant experience, should be in charge of the task-related support.

As EVS involves young volunteers staying in another country for long periods of time, it is of the utmost importance for adequate levels of training to be provided to them at all stages of the project. Each volunteer participates in the EVS training cycle, which consists of pre-departure training, on-arrival training, mid-term evaluation and evaluation of the Activity. Volunteers should have the opportunity to exchange, share and evaluate the EVS experience. Language training is also provided to the volunteer(s) and included in the regular Service timetable. The format, duration and frequency of linguistic support can vary depending on volunteers' needs and abilities, the tasks and the capability of the organisation.

- **Quality of the evaluation phase of the project**

In order to make the project and its results more sustainable, promoters and volunteers are expected to include a final evaluation process. The evaluation phase addresses the actual fulfilment of the project (they may include several different Activities). It aims to assess whether the objectives of the project have been achieved and the expectations of the promoters and volunteer(s) have been met.



Besides the final evaluation, evaluation sessions before, during and after the Activity are carried out to ensure the smooth running of the Activity.

Regular meetings with the coordinator and the mentor should be organised. These on-going evaluation sessions are important in order to receive feedback from the volunteer(s) and to adapt the Activity accordingly.

- **Quality of risk prevention and crisis management measures**

The promoter makes sure that issues of risk prevention and crisis management are addressed in the project. Appropriate mechanisms are foreseen in order to enable young people to make their learning experience in a reasonably safe and protected environment.

- **Quality of specific elements foreseen in projects including young people with fewer opportunities**

Projects including young people with fewer opportunities should be embedded in a process before and after the actual project and not remain an isolated event, and they should involve project promoters with strong pedagogical competence and/or experience in inclusion.

When preparing and implementing these projects, particular emphasis needs to be put on the analysis of the profile and special needs of the young people and a corresponding tailor-made and supportive approach. These projects should consciously include young people with fewer opportunities as active participants.

Advance Planning Visits to the Host Organisation prior to the actual Service are encouraged since they facilitate the establishing of a solid partnership and the active involvement of young people with fewer opportunities.

Reinforced mentorship might be foreseen to increase personal support of volunteers with fewer opportunities on the sending and/or hosting side; it is shared between the Sending and Host Organisations according to their responsibilities.

Quality of project content and methodology

- **Compliance with the qualitative criteria of the EVS Charter**

The qualitative elements set in the EVS Charter are to be developed in the project, as they cover essential aspects such as the partnership, the principles of EVS, quality standards measures, information and recognition.

- **Active involvement of volunteer(s) in the Activity**

Volunteer(s) should be actively involved in the preparation and evaluation phases of the Activity.

- **Promotion of social and personal development of the volunteer(s)**

The project should enable the volunteer(s) to acquire self-confidence when they are confronted with new experiences, attitudes and behaviours; to acquire or cultivate skills, competences and knowledge contributing to social or personal development.

The project should also ensure the character of EVS as a 'learning service', i.e. providing non-formal and informal learning opportunities to young people. To this end, the expected learning outcomes and learning processes should be described in general terms in the grant application.

Therefore, the number of volunteers carrying out simultaneously their Service in a given Host Organisation should be as low as possible, and be proportionate to the nature of the EVS project, as well as the capacity of the Organisation to offer valuable learning opportunities to several volunteers at the same time.

Group EVS Activities ensure that learning takes place not only on an individual basis, but also in the group. Joint meeting(s) and contacts between the volunteers are foreseen.

- **Role of the mentor**

The mentor is responsible for providing personal support to the volunteer(s) and for helping them to integrate into the local community. The mentor has also an important role in discussing the learning achievements with the volunteer at the end of the Activity in view of the Youthpass certificate. The volunteer(s) can turn to the mentor in case of problems.

- **Intercultural dimension**

The EVS should increase young people's positive awareness of other cultures and support dialogue and intercultural encounters with people from different backgrounds and cultures. It should also help to prevent



and combat prejudice, racism and all attitudes leading to social exclusion and to develop sense of tolerance and understanding of diversity.

- **European dimension**

The project should contribute to the young people's education process and increase their awareness of the European/international context in which they live. The European dimension of a project could be reflected by the following characteristics:

- the project fosters young people's sense of European citizenship and helps them to understand their role as part of the present and future Europe
- the project reflects a common concern for issues within European society, such as racism, xenophobia, anti-Semitism, drug abuse
- the project's theme is linked to EU topics, such as the EU enlargement, the roles and activities of the European institutions, the EU's action in matters affecting young people
- the project debates the founding principles of the EU, i.e. the principles of liberty, democracy, respect for human rights and fundamental freedoms, and the rule of law.

Quality of project reach

- **Impact and multiplying effect**

The impact of an EVS project should not be limited just to the volunteer(s), but also bring the concept of 'Europe' to the local communities involved. For this, the Host Organisations should try, as much as possible, to involve other people (from the neighbourhood, local area, etc.) in the Activity. The possibility of combining different EVS Activities within one project as well as the introduction of the concept of group EVS offer plenty of opportunities for the above structuring elements, which altogether should serve to maximise the effectiveness and impact of EVS.

If several volunteers are involved in a project or Activity, structuring elements should be ensured wherever possible, in particular through a coherent or complementary thematic approach, reciprocity in the sending and hosting of volunteers, complementarity of Activity areas and tasks, regular meetings and networking opportunities for volunteers etc.

The project should be framed within a longer-term perspective, and planned with a view to achieve a multiplying effect and sustainable impact. Multiplication is obtained for instance by convincing other actors to host or send volunteers. Promoters should identify possible target groups that could act as *multipliers* (young people, youth workers, media, political leaders, opinion leaders, EU decision makers) in order to spread project's objectives and results.

- **Visibility of the project/visibility of Youth in Action Programme**

Promoters should commonly reflect on measures aimed at enhancing the visibility of their project and the visibility of the Youth in Action Programme in general. The creativity of promoters and volunteers offers additional potential for spreading information about the EVS, the activities of the promoters, as well as the opportunities offered by the Youth in Action Programme. Visibility and measures mainly occur before and during the implementation of the EVS. Such measures can be divided in two broad categories:

- **Visibility of the project**
Promoters and volunteers should 'publicise' the project - as well as its aims and objectives - and spread the 'youth message' throughout the implementation of their project. In order to raise awareness of the project they could for example: develop information material; do a mail shot or SMS mailing; prepare posters, stickers, promotional items (t-shirts, caps, pens, etc.); invite journalists; issue 'press releases' or write articles for local papers, websites or newsletters; create an e-group, a web space, a photo-gallery or blog on the Internet, etc.
- **Visibility of the Youth in Action Programme**
First, the organisations and volunteers involved in the project should be made aware of their participation in EVS. Then each EVS project should highlight the grant and provide information on the Youth in Action Programme to the outside world.
As well as the compulsory use of the official logo of the Youth in Action Programme (please consult Part C of this Guide), each project should also act as 'multiplier' of the Youth in Action Programme in order to increase awareness about the opportunities offered by the Programme to young people and youth workers in Europe and beyond. Promoters are invited to include information about the Programme (for instance, information on the Programme Actions, or its objectives and important features, target groups, etc.) in all measures undertaken to increase visibility of the project (see examples above). Promoters could also include information sessions or workshops during the



Service of the volunteer. They could also plan participation in events (seminar, conferences, debates) organised at different levels (local, regional, national, international).

▪ Dissemination and exploitation of results

Each promoter should put in place measures to disseminate and exploit the results of the EVS.

- Standard dissemination and exploitation measures

Standard dissemination and exploitation measures may have the same format as visibility measures indicated in the section above; the main difference is that dissemination and exploitation measures focus on project's results, rather than on the Service itself. More specifically, the dissemination and exploitation of results of an EVS can be the transfer of knowledge acquired during the Service; for instance, a volunteer who carried out a Service of 6 months in a care centre for elderly people could go to other centre or interested bodies to explain good practices or methods that s/he used or developed when working with certain target groups. For this reason, dissemination and exploitation measures occur mainly after the Service has taken place. These measures should actively involve the volunteer.

- Additional dissemination and exploitation of results

As well as the standard dissemination and exploitation measures, promoters could set up additional measures to spread and highlight the value of their project's results. The Youth in Action Programme offers a further financial incentive for such measures (please consult the Funding Rules of this sub-Action).

Examples of additional dissemination and exploitation measures: organising public events (presentations, conferences, workshops...); creating audio-visual products (CD-Rom, DVD, short-movies...); setting up long-term collaboration with media (series of radio/TV/press contributions, interviews, participation in different radio/TV programmes...); developing information material (newsletters, brochures, booklets, best practice manuals, etc.); creating an Internet portal, etc.

EUROPEAN VOLUNTARY SERVICE CHARTER

European Voluntary Service Charter

The European Voluntary Service (EVS) Charter is part of the Youth in Action Programme Guide and highlights the roles of EVS Sending, Host and Coordinating Organisations and the main principles and quality standards of EVS. **Each EVS Project promoter adheres to the provisions set out in this Charter.**

EVS partnership

A solid partnership between EVS Sending, Host, Coordinating Organisations and the volunteer is the basis of every EVS Activity. Adequate matching between the volunteer profile and the tasks has to be in place. An *Activity Agreement* is signed by all the partners before the beginning of the Activity.

- The Sending Organisation is in charge of the preparation and support of the volunteers before, during and after the EVS activities.
- The Host Organisation has to ensure safe and decent living and working conditions for the volunteer throughout the entire Activity period. It has to provide adequate personal, linguistic and task-related support, including the identification of a mentor for the volunteer.
- The Coordinating Organisation (applicant) has the role of facilitating the implementation of the project by offering administrative and quality support to all project partners and enabling their networking.

EVS principles to be ensured

- The non-formal learning and intercultural dimension, through a clear definition of a learning plan for the volunteer.
- The service dimension through a clear definition of the non-profit-making character of the project and the volunteer tasks. Full-time service and active role of the volunteer in implementing the activities have to be ensured. EVS volunteer activities must not replace any employment.
- The benefit to and the contact with the local community.
- EVS is free of charge for the volunteers.
- Accessibility and Inclusion: when recruiting EVS volunteers, the organisations maintain the overall accessibility of EVS for all young people, without prejudice related to ethnic group, religion, sexual orientation, political opinion, etc. If the project targets volunteers with fewer opportunities, facilities and capacity in providing tailor-made preparation, and support have to be in place.

EVS quality standards to be ensured

Support to the volunteer

- before, during and after the EVS activities, in particular in crisis prevention and management;



- for insurance, visa, residence permit, travel arrangements and all the EVS administrative procedures;
- by facilitating the volunteer's participation in the EVS training cycle (pre-departure training, on-arrival training, mid-term evaluation and evaluation of the Activity);
- by foreseeing proper evaluation measures.

Information

- All EVS partners have the right to receive complete information on the Activity and agree on all aspects.
- Visibility, dissemination and publicity measures have to be in place.

Recognition

- Each EVS volunteer is entitled to receive a Youthpass.

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