

*The seed for EVS planted*

# MANUAL

for EVS  
sending/hosting/  
coordinating  
organisations

EUROPE  YOUTH





Where is this coming from?



**This manual was prepared during the International Seminar for European Voluntary Service sending/hosting/coordinating organisations „Sowing the seed for EVS” organised by Association Europe4Youth in Kraków (Poland) in 17-25 January 2016.**

### **European Voluntary Service**

*European Voluntary Service (EVS) is the European Commission's project within Erasmus+ programme that allows a young person (17–30 years) to become the volunteer in another country for a specified period (short, or long term). It's a combination of traineeship and work for the community.*

### **About the project**

*The seminar „Sowing the seed for EVS” involved EVS mentors and coordinators from 11 youth organisations from all over Europe to*

- *plant the ideas for our future common EVS projects,*
- *assure their quality and sustainability, as well as*
- *prepare key persons in each of organization to implement it with the highest standards.*

### **References:**

#### **Project number:**

2015-2-PL01-KA105-017421

Financed from KA1 Erasmus+

#### **Organiser:**

**Association Europe4Youth**

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Erasmus+





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- *Europe4Youth (PL)*
- *European Youth Center in Breclau (CZ)*
- *Droni (GE)*
- *Hellenic Youth Participation (GR)*
- *TEJO (NL)*
- *ESN Minho (PT)*
- *Adamastor (PT)*
- *VOX Iuventutis (RO)*
- *Kompas (RS)*
- *SFERA Macedonia (MK)*
- *Building Bridges (ES)*
- *Xeracion (ES)*







*Different aspects of EVS project's quality assurance discussed during the seminar constitute below chapters:*

### ***Table of content:***

- 1) Essence of EVS (idea, values)***
- 2) Design of the project***
- 3) Participatory management***
- 4) Roles of partners***
- 5) Risk management***
- 6) Hosting conditions***
- 7) Support for the volunteer***



1

**EUROPEAN VOLUNTARY  
SERVICE**

ESSENCE





## WHAT IS EVS?



### **EVS:**

This activity allows young people aged 17-30 to express their personal commitment through unpaid and full-time voluntary service for up to 12 months in another country within or outside the European Union.

*Source: Programme Guide 2016*



### **What is NOT an EVS:**

occasional, unstructured, part-time volunteering; a work placement in an enterprise; a paid job; a recreation or tourist activity; a language course; exploitation of a cheap workforce; a period of study or vocational training abroad.



### **Parties involved:**

- sending,
  - hosting,
  - coordinating organisations
- (ALL should have relevant accreditations),**
- EVS volunteers,
  - National Agencies of Erasmus+ in relevant countries.



## TYPES OF EVS

# EUROPEAN VOLUNTARY SERVICE

### Short term

- 2 weeks – 2 months
- Either for min.10 volunteers, or for majority of people with fewer opportunities
- Max 30 volunteers



### Long term

- 2-12 months
- Online Language Support eligible
- Full training cycle
- Max 30 volunteers
- APV eligible if volunteers have fewer opportunities



### Large-scale

- 14-59 days
- Minimum 30 volunteers
- For European or worldwide events in the field of youth, culture and sport
- Applied to EACEA (Brussels) once a year!

*Organisations from programme countries must be a coordinator and apply for EVS volunteers from programme or/and partner countries. Partner countries can also apply, but to appropriate SALTO resource centers or directly to EACEA within different actions of Erasmus+.*

**More: Programme Guide 2016**

[http://ec.europa.eu/programmes/erasmus-plus/documents/erasmus-plus-programme-guide\\_en.pdf](http://ec.europa.eu/programmes/erasmus-plus/documents/erasmus-plus-programme-guide_en.pdf)





## PURPOSE OF EVS



### EVS projects should:

- respond to diagnosed needs of local society, volunteers and participating organisations,
- contribute to the development of local societies, volunteers and participating organisations,
- include volunteers into NGO management, volunteers need to be part of important processes,
- have a social impact – make intended social change!
- give chances to personal growth and self-development for the volunteer though **non-formal education** (practice, active participation)
- use public money with accordance of their purposes.
- **Make the volunteer attractive to employers.**

### EVS projects should not:

- delegate just routine tasks to EVS volunteers, or tasks that can be done by paid employees,
- use public money uneconomically, or for other than EVS-purposes,
- just a „job”, or just a „traineeship”.



All documents (application, agreements, budget etc.) stored in one accessible for every party file.

Money spent appropriately and proportionally to purposes.

All parties are informed, consulted or involved in ALL phases of the project.

Projects dedicated to solve some problems of public interest, not particular ones.

All problems are articulated and all relevant parties should be immediately informed.

We respect our diversity by open attitude and intercultural learning. Also we support diversity by involving in projects fewer opportunities youngsters.

To support this assumption, we have a minimum standards contained in this Manual.

We assume good will and not treat each other with suspicions ☺.

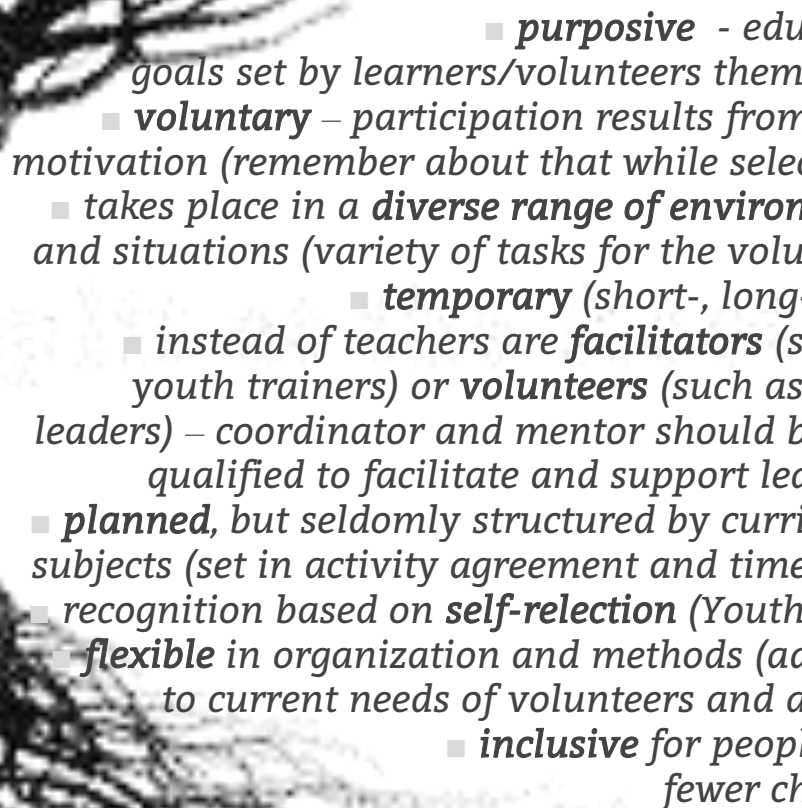
Optionary activities, opt-out clause, no enforcement, activities dedicated to public good and proper recognition of outcomes.



**EVS is a form  
of on-formal  
learning!**



*any organised  
educational activity  
outside the established  
formal system”.*

- 
- A black and white line drawing of a tree with a thick trunk and many thin, bare branches, positioned on the left side of the page.
- **purposive** - education goals set by learners/volunteers themselves,
  - **voluntary** – participation results from inner motivation (remember about that while selection!),
  - takes place in a **diverse range of environments** and situations (variety of tasks for the volunteer),
  - **temporary** (short-, long-term),
  - instead of teachers are **facilitators** (such as youth trainers) or **volunteers** (such as youth leaders) – coordinator and mentor should be then qualified to facilitate and support learning,
  - **planned**, but seldomly structured by curriculum subjects (set in activity agreement and timetable),
  - recognition based on **self-relection** (Youthpass!),
  - **flexible** in organization and methods (adjusted to current needs of volunteers and a host),
  - **inclusive** for people with fewer chances.





## VOLUNTEERING CONDITIONS

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- The volunteering conditions must respect the volunteer's personal **health, safety and dignity**, and be in line with the national laws of the host country.
- EVS must be **full-time** service for the volunteer. All activities (incl. Language courses etc.) must be from **30 to 38 hours per week**.
- Volunteering is **free of charge**, except eventual contribution to travel expenses (but not more than 10% of this amount).
- The volunteer must **not carry out routine tasks** that would normally be carried out by paid employees.
- The volunteer must **not carry out high responsibility tasks alone** or unsupervised.
- The volunteer must **not be solely responsible for the individual care of vulnerable persons** (babies or children; ill, elderly or disabled people, etc.) on a day-to-day basis.
- The volunteer **must not teach** or provide teaching assistance as part of formal education.
- The volunteer should be encouraged to use her/his own ideas to develop his/her **own projects** or activities relating to the work of the Receiving Organisation.
- Any changes in the project and in the volunteer's tasks, areas of responsibility, support and training must remain in line with the general setup of the agreed and approved project and must be agreed between the volunteer and the Receiving Organisation.

&

- The volunteer must respect the rules and the organisational structure of the Receiving Organisation.
- The volunteer must also abide by the laws in force in the host country.
- The volunteer must keep the Receiving Organisation informed about her/his whereabouts during the period of service.
- While abroad, the volunteer should give the Sending Organisation regular feedback on her/his experience and must evaluate the overall project with the Sending Organisation upon her/his return.

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*The volunteer is entitled to one return travel ticket between the sending country and the host country, and to insurance, food (meals or food money should be provided also on free days and during holiday periods) and local transport. During the entire volunteering period, including while on vacation, the volunteer is also entitled to a monthly or weekly allowance (pocket money). The amounts are as stated in the Programme Guide. The pocket money must not be aimed at covering costs related to the implementation of the project (for example local transport or food).*



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# EUROPEAN VOLUNTARY SERVICE

DESIGN OF A PROJECT



**Stage**

**Outcome**

**Method**

*Social  
Diagnosis*

Problems

*Problem  
tree*

*Project planning*

AIM

*SMART  
NAOME*

objectives

*Implementation*

activities

*Monitoring of  
activities – data  
collection,  
feedback etc.*

*Evaluation*

Follow-up

evaluation

*Questionnaires,  
feedback,  
Youthpass*







# How to find what to do in the project?

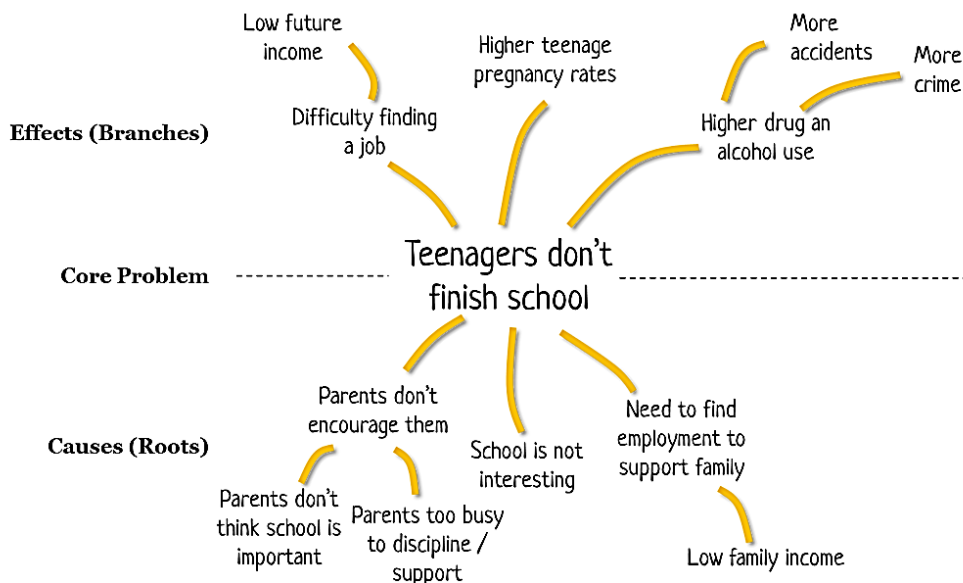
What to do to check what is the problem in your local society:

- Ask representative number of young people (do a research!),
- Desk research – use existing data that identify problems in your region,
- Observe and...

## FORMULATE A PROBLEM

### Problem tree method

„Problem” needs to be formulated as a statement not, „lack of something”, so it doesn't indicate already a solutions. Identify core problem and below it find roots – main causes of the problem and causes of those causes, untill you reach the fundamental causes. In order to realize the importance of the problem – above the line of the core problem write main effects of it – what does this problem cause. We have then a **PROBLEM-RESULTS** tree. Example:



Reformulate this tree – using negations – and we have **SOLUTION TREE** and possible course of action that can be developed in your project.

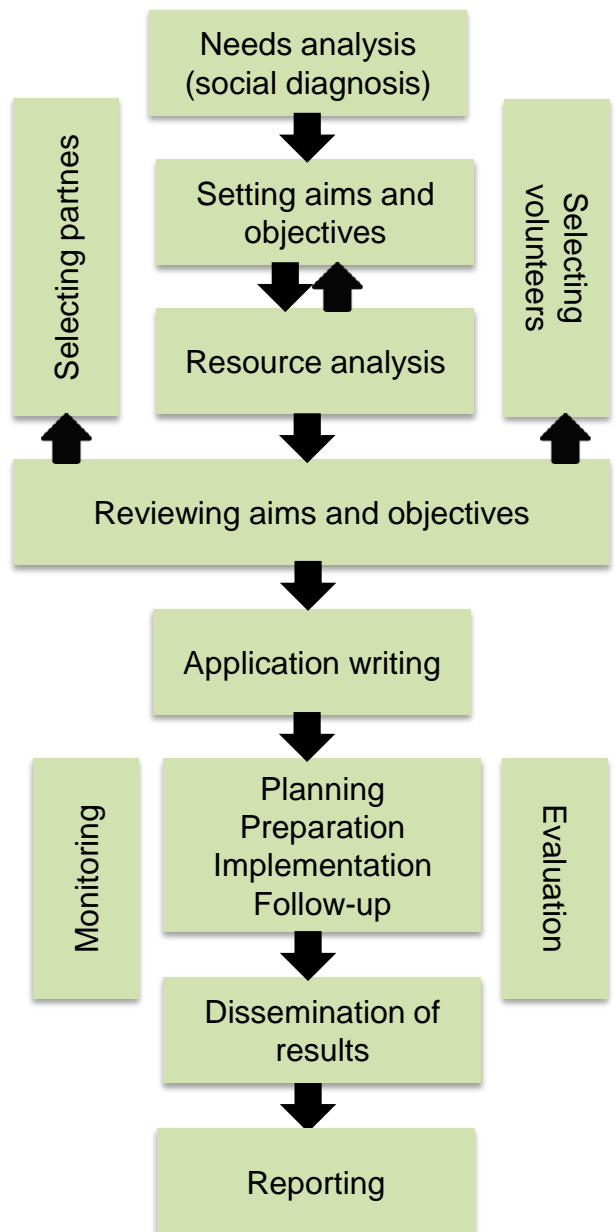




## How to design a good project?

*EVS project should be embedded into local realities of young people. Hence, should be based on social diagnosis and needs analysis. After formulating a problem, we should have an aim (negation of the problems diagnosed), which should be SMART. Formulation of the aim (how ambitious should it be) depends on our capacities, which we measure by resource analysis (of us and our partners). Thinking of how it will be achieved, we formulate objectives that should lead us directly to concrete activities. Partners should also have a say here. All activities need to contribute to realisation of the aim and resolution of the problem diagnosed. Whether they actually did or not, we measure in evaluation. We evaluate the extend to which we have achieved the aim, satisfied needs of all parties and solved the problem. Another part of the evaluation is conclusion of learning outcomes and their recognition – Youthpass.*

## Order of work







# References

**You can refer in your projects to following documents:**

- **European Youth Strategy:  
Investing and Empowering**
- **Strategy Europe 2020**
- **European Youth Report 2015**
- **EU bookstore database of reports**
- **Eurostat database and reports**



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**EUROPEAN VOLUNTARY  
SERVICE**

PARTICIPATORY  
MANAGEMENT





*Participatory management is when all parties have a proportional to their needs influence on the project in its all phases.*

Participation can happen on 3 levels:

- **Informing (I)**– simple information about actions going on, reasons and/or outcomes
- **Consulting (C)** – informing, asking about opinion and taking or not taking it into consideration, and if so – explaining final decision
- **co-deciding (CD)** – deciding together, full participation.

On different stages of the project level of participation of different parties should be proportional.

	planning	preparation	implementation	dissemination
Volunteer	CD	CD/C	CD	CD
Mentor	I	C	C	I
Coordinator (hosting org.)	CD	CD	CD	C
Coordinator (sending org.)	CD	CD	C/I	CD
Employers in hosting org.	CD	C/I	<i>Depends how the project is designed (for whom and with whom should it be implemented)</i>	I
Local society	C	I	-  -	I





## Practical applications of participatory way of project management

**Needs of all parties, as well as contributions need to be considered in the project – shared application writing.**

**Infopack for volunteer AND sending organisation contains all necessary information for travel, venue, organisation, tasks etc., but also practical things like:**

- *Phone numbers*
- *Maps of the city*
- *Pictures of the office/flat*
- *Language tips.*
- *Contact to former volunteers in hosting organisation.*

**the volunteer is taken for a „Intro-meeting“ with everybody in hosting organisation to plan his/hers own project.**

**All parties have a overview on monitoring (documents, reports, events) through common communication channel (FB group/googledrive etc.).**

**All parties co-decide on equal basis with most important decisions – like opt-out, significant changes in the project.**

**There are group Skype meetings with sending EVS coordinator, hosting EVS coordinator, metor and volunteers – so everybody knows everybody.**

**the volunteer participates in chosing his/hers mentor, flat, tasks etc.**

**All parties have tasks, that are predominantly responsible for and this is written in the agreement.**

**All parties decide about communication channels and frequency of contact.**





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# EUROPEAN VOLUNTARY SERVICE

ROLES OF  
PARTNERS





Division of responsibilities  
*should be clear and transparent to everybody.  
Contact persons from all parties should be  
appointed and have contacts to each other.*

## **Sending:**

- selecting volunteers in cooperation with hosting o. (unless hosting is doing this),
- practical arrangements, incl. travel, insurance,
- pre-departure training,
- providing support to volunteers during all the phases of the project, risk prevention and management,
- participating in signing volunteering agreement,
- supporting self-reflection and Youthpass making,
- enabling follow-up activities,
- aranging participation in EVS annual meeting.
- reintegrating to the society after coming back,
- dissemination and promotion.

## **Hosting:**

- organising activities, providing safe and convenient working environment,
- developing a programme in cooperation with volunteers and partner organisations,
- providing support to volunteers during all the phases of the project,
- providing accommodation, lodging, local transportation, pocket money and food money,
- providing a mentor that is not directly connected with the organisation,
- dealing with current project management, paying pocket money, rent, food etc.
- providing (Online) Language Support, allocating licences and proceeding on it,
- enabling and supporting to organise volunteer's own initiatives/projects,
- providing traineeship, social program, integration to local society and reacting to current needs of the volunteer,
- organising evaluation process and supporting self-reflection (with mentor),
- dissemination and promotion.

## **Coordinating:**

- applying for the project,
- distribution of finances,
- agreements with all parties,
- uploading Mobility Tool with data on volunteers and making sure they are enrolled into Training and Evaluation cycle,
- monitoring, quality assurance,
- Mobility Tool management,
- reporting, dissemination, promotion.

More in EVS Charter:

[http://ec.europa.eu/youth/programme/mobility/documents/evs-charter\\_en.pdf](http://ec.europa.eu/youth/programme/mobility/documents/evs-charter_en.pdf)





...divisions and responsibilities...

## **EVS volunteer**

- *doing appointed tasks with care and thoroughness,*
- *contributing to the work of NGO and for the public good,*
- *spending requested hours on work (30-38 hours per week)*
- *2 days per week and 2 days per month – free,*
- *attending Training and Evaluation cycle,*
- *informing about any obstacle that might impact the volunteering (health issues, preferences, etc.),*
- *reporting to coordinator (hosting and sending) achievements, as well as problems,*
- *respecting the law of a hosting country.*

## **Mentor**

- *providing psychological support and help,*
- *mediating conflicts between the volunteer and a hosting organisation,*
- *integrating a volunteer into local society,*
- *regularly meeting the volunteer,*
- *being available for a volunteer on a phone, mail, or social media,*
- *being available when it comes to dealing with administrative procedures in a hosting country, or a healthcare system,*
- *mentoring is a voluntary work.*







## GOOD PRACTICES FOR EVS



### ■ SELECTION

*Open, based on motivation, not competences! CVs, motiv.letters, Skype, ends with signing volunteering agreement.*

### ■ COOPERATION

*All contact persons know each other, have direct contacts and met on Skype at least once. Constant communication and transparency of documents.*

### ■ LINGUISTIC SUPPORT

*Online support + stationary course or at least tandem courses. Additional options for learning organised.*

### ■ MENTOR

*Competent, outside of NGO (with fresh eye), responsible for integration and psycho-support, always approachable! Personal relations and non-violent communication are important here!*

### ■ WELCOMING

*Picking up, welcoming in a flat with full fridge, SIMcard, tickets to bus/tram and info-kit, personal space in a flat provided (single rooms if possible).*

### ■ RISK MANAGEMENT

*Insurance, security measures in office and flat, phone-numbers to all services, conflict-resolution path, prevention by honesty and transparency! Procedures, incl.opt-out in agreement..*

### ■ PREPARATION

*Sending o.informs on rules, rights, obligations, procedures and facilitates setting learning objectives, expectations etc.*

### ■ SUPPORT

*All volunteers dealt individually, and during weekly/monthly meetings, but also: learning diary, blogs, vlogs, origami, mandala. Personal contacts with mentor/coordinator, psychologist „just in case“, social events, integration.*

### ■ MOBILITY TOOL

*Hosting o.updates MT with current data, uploads changes and data of the volunteer.*

### ■ TRAINING AND EVALUATION CYCLE

*On-arrival TC and mid-term Ev.serve monitoring, practicalities and self-reflection. Treated seriously ☺;*

### ■ MONITORING

*Specified in agreement. Project news reported to sending o. Expenses and budget-transparent and regular (set dates for pocket money etc.).*

### ■ RECOGNITION

*REAL safe space for evaluation, support in doing Youthpass. Different tools should be used, e.g. learning mandala, diary, heaven-hell origami, revision of blogs etc.*



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**EUROPEAN VOLUNTARY  
SERVICE**

**RISK  
MANAGEMENT**





## Prevention!

*as a ground for risk and conflict management*



### THE VOLUNTEERING AGREEMENT:

- prepared and signed by the volunteer, sending and hosting and coordinating organisations representatives,
- clear division of tasks and responsibilities,
- clause on what happens if the responsibilities are not done and expectations not met,
- financial rules – that EVS is free of charge, and deadlines for payments of pocket money, travel costs etc.
- clause on risk and conflict management procedures,
- data of representatives of each party together with contact details and declaration that used channels will be used,
- chain of instances in case of non-resolveable conflict,
- EVS quality standards provided in Info Kit (Welcome letter, What to expect from EVS, EVS Charter, insurance plan and Youthpass guide)
- opt-out clause.

### GROUND CONDITIONS:

- professionalism of key persons,
- key persons know each other (met at least once – Skype possible)
- thorough preparation and transparency of all conditions,
- decided deadlines for meetings, reports, actions.

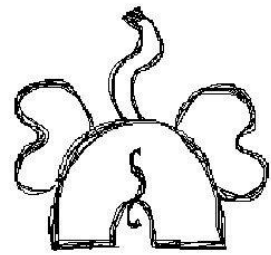
### GOOD PRACTICES:

- integration period for the volunteer – to give chances to adapt to new conditions – with more training, than working,
- establishing personal relations with all relevant people (e.g. common tip, strategic meeting out of town),
- establishing „hot lines” and frequently used communication channels,
- style of communication – non—violent communication.





## Preparation and information



### **INFORMATION FOR volunteers BEFORE the departure:**

- about the Erasmus+ Programme — its philosophy, aims, priorities and procedures — and how EVS projects are carried out.
- about the EVS project, in particular about the tasks to be performed, accommodation, training and support.
- about the rules and conditions that apply in such a community and which relate to her/him.
- **SIGNING** volunteering agreement together with Sending, Hosting and Coordinating organisations.
- **READING** grant application.

### **INFORMATION required FROM volunteers BEFORE the departure:**

- about any circumstances that may influence her/his capability to carry out certain tasks and about any individual special needs.
- about health-related issues.
- about the exact dates of her/his departure and arrival.

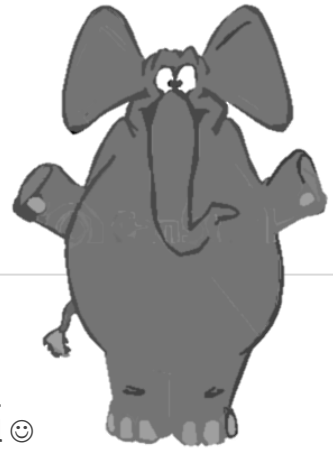
### **PRE-DEPARTURE TRAINING**

Pre-departure training is the responsibility of the EVS organisations (usually the sending or the coordinating) and gives volunteers an opportunity to talk about their expectations, develop their motivation and learning objectives, and obtain information on their host country and on the Erasmus+ Programme. In addition, a one-day predeparture training aimed at establishing contacts with the outgoing volunteers may be organised.





## Risk and conflict management minimum standards



- **The volunteer must not act in any way that could put others or her/himself at risk of being injured 😊**
- **If a conflict situation arises, the volunteer may ask her/his mentor to facilitate communication between the volunteer and the local environment or Receiving Organisation.**
- **The mentor should be able to provide an independent and objective evaluation of the situation.**
- **If conflict arises between the volunteer and the mentor, the volunteer can ask to get another person appointed as her/his mentor.**
- **In the event of a conflict situation, the volunteer should be supported and must cooperate actively with the Coordinating, Sending and Receiving Organisations to avoid communication problems.**



- **If a serious incident occurs, the volunteer can expect the mentor to establish and maintain appropriate contact with the Sending Organisation, her/his next of kin (if required or requested) and the insurance company, if necessary.**
- **In the event of a serious incident or conflict situation that cannot be resolved in other ways, the volunteer can leave the project. This, however, should always be the last resort and should be agreed with the National/Executive Agency.**





## Non-violent communication

### Rules and tools

*“What others do may be a stimulus of our feelings, but not the cause.”*

**Non-violent communication is a way of communicating that prevents from hurt feelings, misunderstandings, conflicts, helps to effectively communicate and understand each other. It teaches us how to talk without the use of guilt, humiliation, shame, blame, coercion, or threats. It is useful for resolving conflicts, connecting with others.**

*The language of Nonviolent Communication includes two parts: **honestly expressing ourselves** to others, and **empathically hearing others**. Both are expressed through four components - observations, feelings, needs, and requests – though observations and requests may or may not be articulated.*

**Observations** – talk about facts without judging, or evaluating it, e.g. "It's 2:00 a.m. and I hear your stereo playing" states an observed fact, while "It's way too late to be making such an awful racket" makes an evaluation.

**Feelings** – think of feelings of others and simply ask about it. Express your emotions not blaming anybody that you feel that way. Naming the emotion, without moral judgment, enables you to connect in a spirit of mutual respect and cooperation. E.g. „I'm scared of..." instead of „you make me feel unsafe, cause...".

**Needs** – think of a need that stays behind your and others feelings and behaviours, Stating the need, without morally judging it, gives you both clarity about what is alive in you or the other person in that moment. E.g. „I see you're looking away while I'm talking. It distracts me. Are you looking for someone right now?" instead of „Look at me when I'm talking to you!"

**Requests** – make requests, not demands. Also tell clearly and specifically for what you want right now, rather than hinting or stating only what you don't want. Let others to satisfy their needs too. Taking actions should be based on needs of all parties, not forced by guilt, or pressure.





## How to solve problems?

### 6 hats method

*In a problem situation we tend to narrow down solutions to our own perspectives. What if we put on different perspectives? Think more critically and creatively?*

**In this method, confrontation is replaced by a cooperative exploration of the subject. It encourages the sharing of information, reduces argument. Can be used in a group or individually.**

**Everybody's on an equal playing field, egos kept in check, criticism, is depersonalised. Six Thinking Hats sequence ensures that all aspects of an issue are considered.**

**How does Six Thinking Hats work?**

**Each of the Six Thinking Hats represents a different direction or type of thinking, which is identified by a color:**



**Filter your thinking through the prism of:**  
data, facts, information known or needed.



**Filter your thinking through the prism of:**  
difficulties, potential problems. Why something may not work.



**Filter your thinking through the prism of:**  
feelings, hunches, gut instinct, and intuition.



**Filter your thinking through the prism of:**  
creativity - possibilities, alternatives, solutions, new ideas.



**Filter your thinking through the prism of:**  
values and benefits. Why something may work.



**Filter your thinking through the prism of:**  
Management of the thinking process, focus, next steps, action plans.

**When switching hats, everyone changes to the different mode of thinking to tap into their collective knowledge. This eliminates egos and has the potential to dramatically reduce the amount of time spent in meetings.**



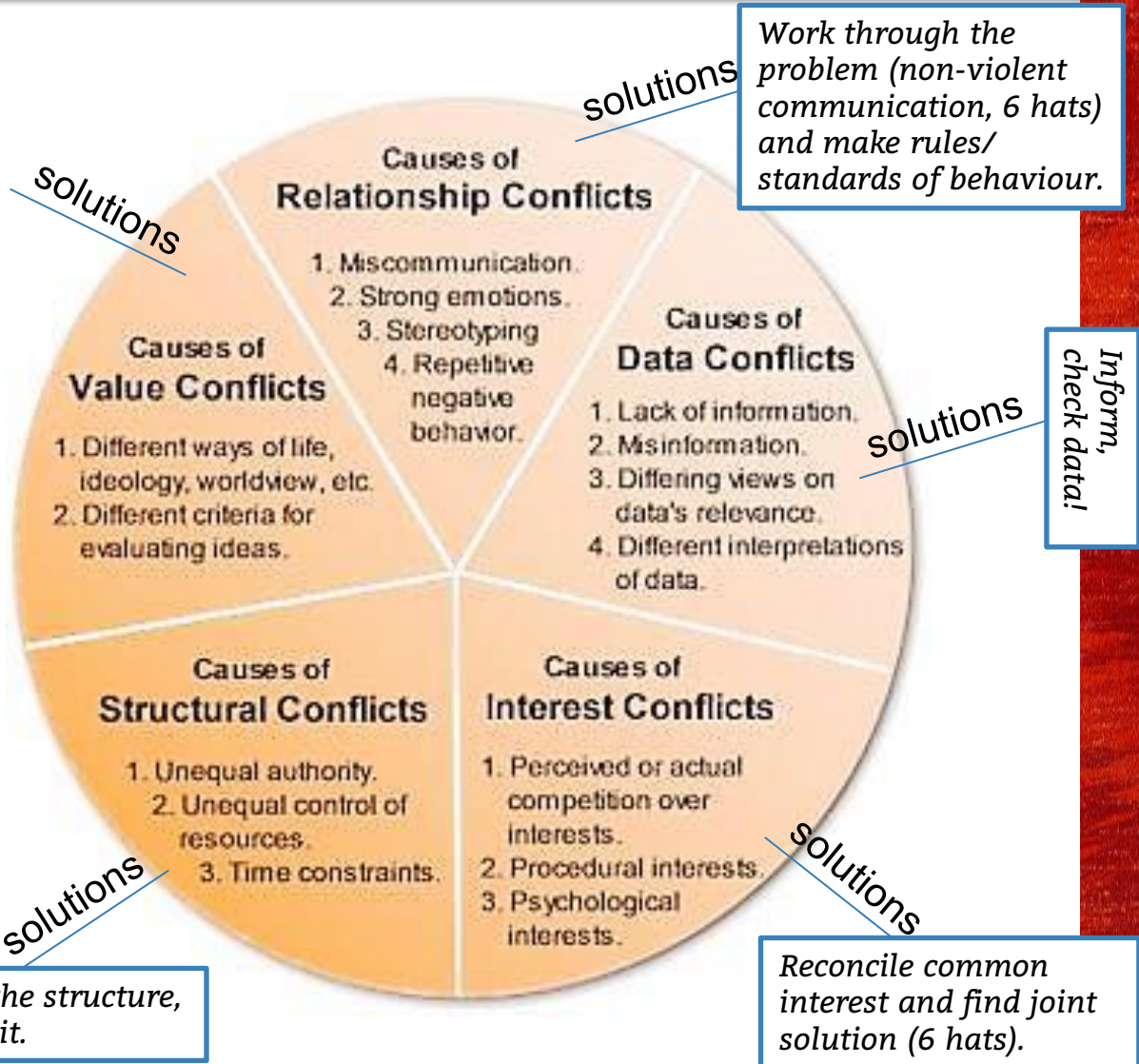


# What are sources of the problems? How to resolve this?

*Before thinking of solution for problems, we need to identify its source and act accordingly.*

**Identifying the nature of the conflict is essential in finding proper solutions!  
There are 5 types of problems:**

*When values are not acceptable for someone the conflict is non-resolvable. Separation.*



**When switching hats, everyone changes to the different mode of thinking to tap into their collective knowledge. This eliminates egos and has the potential to dramatically reduce the amount of time spent in meetings.**



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# EUROPEAN VOLUNTARY SERVICE

HOSTING  
CONDITIONS



# Ground rules

## FLAT:

- Decent conditions - safe, clean, decent standard (acceptable for the volunteer but proportionate to living conditions in the hosting country)
- Personal space - own room, or at least separate space for „alone-time”,
- Not too distant from the office,
- Available for the whole period of volunteering, including holidays.

## OFFICE/WORK:

- Safety measures, working installations – shown to the volunteer,
- Instructions for usage of devices,
- Approachability of all responsible persons, contact numbers given,
- Task-related preparation/training,
- Own desk and computer (if needed),
- Sanitar facilities and lunch space/ or lunch time-out,
- 2 days off per week and 2 days off per month,
- Holidays of receiving country and/or country of origin – unless agreed differently,
- Flexible working time allowed.

## LOGISTICS:

- Pocket-money transfered or paid regularly (set deadlines),
- Food-money or melas provided! The food must be sufficient and healthy.
- The volunteer should be picked up from the airport, transported to the flat and the office, equipped with SIM-card, supported in registering in the country (if requested), bank account etc.
- Local transportation provided,
- Keys to the office for the volunteer.

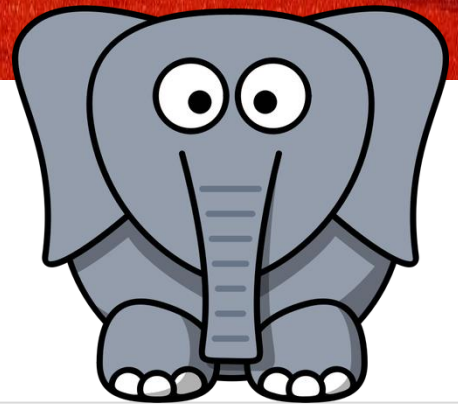


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**EUROPEAN VOLUNTARY  
SERVICE**

SUPPORT





## Support for the volunteer – training cycle

### Training and evaluation cycle:

- 1) **Pre departure-training**
  - Up to sending organisation
  - Info Kit: Welcome letter, What to expect from EVS, EVS Charter, Insurance plan, Erasmus+ guide, EVS project application,
  - Exploration of motivation, setting personal goals, mental preparation,
  - Signing volunteering agreement and planning communication channels and frequency.
- 2) **On-arrival training**
  - Up to National Agency of hosting country if the EVS period exceeds 2 months.
- 3) **Mid-Term Evaluation,**
  - Up to National Agency of the hosting country if the EVS period exceeds 6 months,
- 4) **EVS Annual meeting,**
  - Up to National Agency of the sending country.

### The mentor

- must be appointed by the Receiving Organisation, and must not be the volunteer's supervisor or be otherwise directly involved in the volunteer's daily activities,
- should help the volunteer to get integrated within the organisation, the project and the local community,
- should help the volunteer with administrative issues, if necessary.
- The volunteer must accept the role of the mentor as the person responsible for her/his well-being and must attend the regular meetings organised by the mentor.

### Evaluation:

At the end of the project, the volunteer should receive help from the Sending Organisation in evaluating the participation in EVS so as to gain the maximum benefit from her/his experience. If asked for, the volunteer should also get help in re-adjusting to life in her/his home country and for guidance in personal projects. After completing her/his period of service, the volunteer should take part in the Annual EVS Event organised by the National Agency.





## Support for the volunteer – coaching and mentoring tools

### Some TOOLS:

#### Coaching means:

- support for planning learning objectives and the way of achieving it,
- guiding, leading throughout the learning process,
- helping to evaluate it,
- psychological tricks aimed in realisation of strengths and potential.

#### Coaching requires:

- honesty,
- active listening,
- open-mindedness,
- empathy,
- partnership,
- non-violent communication
- well-functioning interpersonal relations.

#### Mentoring means:

- more direct guiding,
- showing things,
- instructing.

Works in adapting the volunteer into the local society and „teaching” local ways.

Mandala of learners:

[https://www.salto-youth.net/downloads/4-17-2632/YP-unfolded\\_method\\_17.pdf](https://www.salto-youth.net/downloads/4-17-2632/YP-unfolded_method_17.pdf)

What have you learnt today?:

[https://www.salto-youth.net/downloads/4-17-2627/YP-unfolded\\_method\\_12.pdf](https://www.salto-youth.net/downloads/4-17-2627/YP-unfolded_method_12.pdf)

Learning interview:

[https://www.salto-youth.net/downloads/4-17-2622/YP-unfolded\\_method\\_07.pdf](https://www.salto-youth.net/downloads/4-17-2622/YP-unfolded_method_07.pdf)

EVS learning notebook:

<http://www.jugendbuero.be/wp-content/uploads/2016/01/04-Europ%C3%A4ischer-Freiwilligendienst-Tagebuch.pdf>

Wheel of life:

<http://www.thecoaches.com/docs/resources/toolkit/pdfs/18-Wheel-of-Life-Exercise.pdf>

Origami:

<https://www.salto-youth.net/tools/toolbox/tool/youthpass-8kc-folded-fortune-telling-origami.1577/>

Find more on COACHING TOOLS here:

<https://wordpresstestblog2.files.wordpress.com/2013/09/25-free-coaching-tools-and-techniques.pdf>





## Support for the volunteer – Feedback



*Providing a feedback of volunteer's performance is a method for supporting his/her self-development.*

*BUT: feedback is effective if conditions connected with interpersonal relations with feedback-giver are met.*

	You're OK	You're not OK
I'm OK	No position of inferior or superior feelings. No competition. Comfortable with themselves and other improvisers. The happy impro bubble!	Feels superior to the rest of the team, will tend to criticize other improvisers and feel their team isn't good enough for them. Never happy as no show is good enough!
I'm not OK	Feels inferior, low self-esteem, wants to leave the workshop/show, will get quieter as it goes on.	The occasional "what's the point of all this improv nonsense?" feeling. "It's not even real!" Probably just needs a break for a bit.

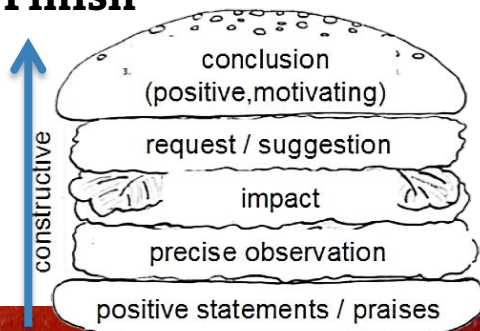
*Constructive and effective feedback (that helps improvement and self-development) requires partner relations between mentor/coordinator and the volunteer, certain doze of trust and appreciation for the him/her, as well as for oneself.*

### Other conditions:

- At proper time (soon after the performance)
- Without an audience
- Non-violent/empathic communication
- Include concrete recommendations
- Adult-tone (not parental „you shouldn't...“, no childish „that's silly“)
- Criticise only constructively! Feedback should be helping, not making anybody feel bad.

### How to wrap up a feedback for the volunteer?

### Finish



### Start





# Youthpass

## Key Competences

### **Communication in the mother tongue**

Using native language in different life contexts. Expressing ideas, opinions, feelings, needs, facts by listening, speaking, writing and reading. Understanding others.

### **Communication in foreign languages**

Using different language(s) in different life contexts. Expressing in foreign language(s) your ideas, opinions, feelings, needs, facts by listening, speaking, writing and reading. Understanding others. Being open for others cultures, habits and realities.

### **Mathematical competence and basic competences in science and technology**

Calculating, budgeting, controlling and planning expenses, solving problems, logic and critical thinking, looking for data, needs analysis, presenting facts by models and charts, being sensitive toward your environment.

### **Digital competence**

Use means of IT in your free and working time and as a mean of communication. Producing, storing, analysing information. Sharing information via internet. Using different media means as mobile phones, digital cameras, etc.

### **Learning to learn**

To be able to organize and manage own learning. To set own aims and objectives, identify the optimal ways and means to achieve them and to monitor and evaluate own learning process. To know own learning abilities and optimal use of time, information and learning opportunities. To develop further on already gained experience and competences. To be able to apply achieved competences and experiences in ones personal, professional and social life. To know how to increase own motivation and self confidence.

### **Social and civic competences**

To be able to participate in social, civic and working life. To be able to deal with people coming from different social and cultural backgrounds. To be able to cope in a constructive way with conflicts. To have a knowledge, skills and attitudes needed to be active as a citizen. To participate as much as possible in civic live at local, regional, national, European and global level.

### **Sense of initiative and entrepreneurship**

To turn ideas into actions, to be creative and innovative, to take a risk, to plan and manage projects, to be aware of different working contexts and being able to optimally use given opportunities for own development. To be aware of ethical values.

### **Cultural awareness and expression**

To be creative in expressing ideas through music, all possible ways of art, literature and theatre. To be appreciative for expression of ideas through music, theatre, literature and other forms of art. To be aware of own cultural context and cultural context of others.





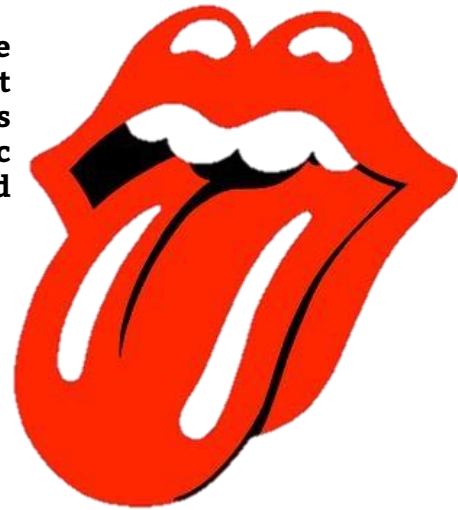


## LINGUISTIC SUPPORT

**If the EVS lasts two months or longer we must use Online Linguistic Support.**

**For languages not covered by the online service, support for language learning must be arranged by the hosting organisations before and/or during the project. A specific grant for "linguistic support" may be provided for that purpose.**

**If online language courses are provided as part of the project support from the Commission, the Coordinating organisation must ensure a proper follow-up and support to the volunteer in starting the course as early as possible and completing it. The same applies when funding is provided for language learning. A number of volunteers will take language tests before and after mobility. The final language test should be taken just before the completion of the Youthpass, at the end of mobility.**



**The Receiving organisation has to oversee that the final test is taken by those volunteers who are given access to the testing scheme. In addition, the Receiving/Coordinating Organisation supports other language training, free of charge for the volunteer. The training can be formal or informal and the format, duration and frequency will depend on the needs of the volunteer, her/his project tasks and the resources available to the organisation.**





## Sources of information for the EVS volunteer before his/her departure



**WHAT TO EXPECT FROM EVS**  
<http://ec.europa.eu/youth/tools/documents/evs-expect en.pdf>



**WELCOME LETTER:**  
<http://ec.europa.eu/youth/tools/documents/evs-welcome en.pdf>



**EVS CHARTER:**  
<http://ec.europa.eu/youth/programme/mobility/documents/evs-charter en.pdf>



**INSURANCE PLAN:**  
<https://www.cignahealthbenefits.com/en/plan-members>



**ERASMUS+ PROGRAMME GUIDE:**  
<http://ec.europa.eu/programmes/erasmus-plus/documents/erasmus-plus-programme-guide en.pdf>



**YOUTHPASS IN EVS:**  
<https://www.youthpass.eu/en/youthpass/for/evs/subpage/>





## Credits

**Special thanks to all the people who made  
and released these awesome resources:**

***PARTICIPANTS AND PARTNERS OF SOWING  
THE SEED FOR EVS!***



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FB group: „The seed for EVS planted”



