

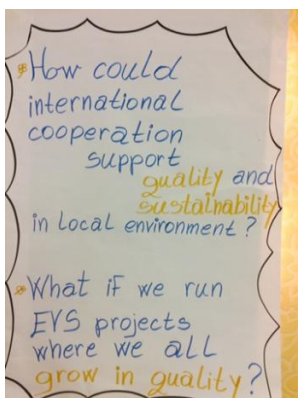
MEETING OF EVS ACCREDITED ORGANISATIONS FROM KOSOVO 22. - 23. 09. 2017, PRISHTINA



The meeting gathered together 21 participants representing 17 accredited organizations or organizations in the process of accreditation from Kosovo. Same as the organizations they represented, the participants had very diverse previous experience related to work with EVS volunteers, varying from no experience at all to hosting and/or sending more than 10 EVS volunteers in the last five-six years.

The main objectives of the meeting were:

- to support the exchange of experiences, positive examples and challenges faced in the implementation of all types of EVS projects;
- to present the support system offered by the SALTO SEE RC and the Contact point for Erasmus+ YiA in Kosovo;
- to provide space for better networking between organizations;
- to inform participants about the current developments related to the future of EVS.



These were inviting questions for overall event, to bring bigger picture to the meeting:

- How could international cooperation support quality and sustainability in local environment?

- What if we run EVS projects where we all grow in quality?

The organizing team for this meeting consisted by Mr. Andrej Troha (SALTO SEE RC), Mr. Dukagjin Leka (Ligo Lex Legis - Contact Point for E+-YiA in Kosovo), Miss. Alenka Oblak (facilitator, Slovenia) and Mr. Petre Mrkev (facilitator, Macedonia).

Programme and Methodology

The major part of the program was designed in order to enable participants to exchange their experiences, to present good practices, and to elaborate and further discuss the challenges they have faced, with appropriate inputs and feedbacks from the team. The methods varied from discussions in plenary, individual and small groups work, to short interactive presentations, world café, walk & talk, speed dating, and live interview / TV Show.

PROGRAMME

	Day 1. - 22. September 2017.		Day 2. - 23. September 2017.
09:30-10:00	Arrivals and Registration	09:30-11:00	Project life cycle
10:00-11:30	Welcome & getting to know each other	11:00-11:30	Coffee break
11:30-12:00	Coffee break	11:30-13:00	Project life cycle (cont.)
12:00-13:30	Sending role (good practices)	13:00-13:30	Evaluation and closure
13:30-15:30	Lunch	13:30-15:00	Lunch
15:30-17:00	Hosting & Coordinating role (Walk&Talk)	15:00	Departures
17:00-17:30	Coffee break		
17:30-19:00	Support system in EVS		
19:30	Dinner		
21:00	Networking (optional)		

EXPECTATIONS

The participants were invited to identify 'what would they like to bring home after this meeting' in terms of personal achievement and in regard to the organization they represent. They have shared their expectations in small groups and then have selected few most important as a group. Every group has briefly presented their own in front of the others. The compiled list of expectations contained:

- *Good examples and practices.*
- *Getting more knowledge about EVS.*
- *Networking with others.*
- *Learn about the process of accreditation.*
- *The process of coordinating volunteers as a receiving organisation.*
- *To learn about sending, receiving and coordinating role.*
- *How to send volunteers?*
- *Learn more about contact point and its role.*
- *More information about sending.*
- *Difficulties that other organisations faced with the volunteers – how they solved that.*
- *To have a FB group between us for future cooperation!!!*
- *To learn how to host more volunteers*
- *To learn the procedure for the accreditation for hosting volunteers.*
- *New contacts.*
- *Food (left overs) – for animals in our organisations :)*
- *Know the role of the contact point.*
- *A clear picture of the procedures (sending and receiving).*
- *To know new friends.*
- *To know more about different organisations and their experiences.*
- *To know more about EVS, programmes of EVS and more about sending and hosting roles.*
- *To know each other – who does what.*
- *Increase awareness about EVS – share and learn experience.*
- *Learn more about project cycle.*

EVALUATION

The facilitators proposed the participants to show visually their feedback at the Hotel stairs. Four different statements were offered and each time some participants were invited to speak and explain their actual position on the stairs:

'I found at least one good thing I'm taking home with me'

- *Much clearer Ho and SO.*
- *Now picture is clearer.*
- *Responsibilities - we shared and I realized I learned a lot, stories - you know you are not alone.*
- *Motivation is crucial – but I'm still reflecting.*
- *Now know more about EVS, would like to do sending as well.*



'I needed more time for the activities'

- *Most of the things were repeated during the process.*
- *First day is too long - from 9 to 15 is ok, than you lose focus.*
- *More time for coordinating.*
- *To say more examples.*
- *It's the first time we met - to know all the details you need more time.*

'I'm satisfied with my active participation at the meeting'

- *I was here only half a day :(.*
- *It wasn't easy to participate without experience.*
- *I needed more time to express myself.*



'If there is another meeting next year I would participate'

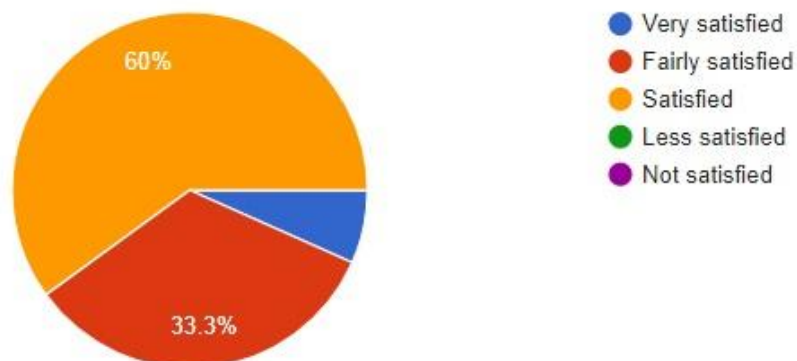
- *Depends on the topic(s).*
- *I prefer that someone else from my organisation would come – for them to learn, too.*
- *Yes, together with somebody else from organisation.*
- *Yes, again - and to see how the others have improved.*

The participants were also requested to submit their more concrete written evaluation once they go back to their organizations and have time to reflect on their motivation and expectation, as well as their learning achievements from the workshops. The feedback from this evaluation is presented in the charts below:

Evaluations of the objectives of the meeting:

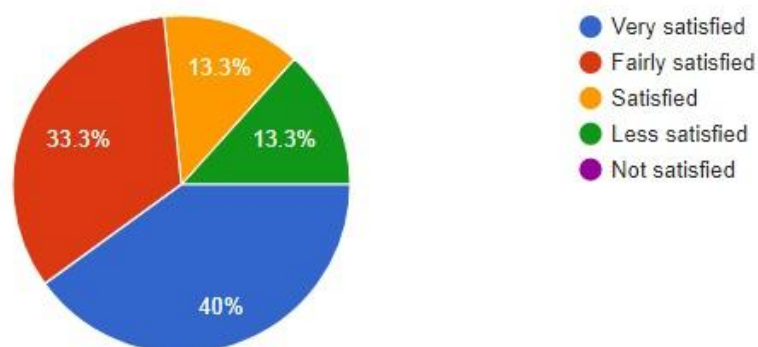
supporting the exchange of experience and challenges faced in implementing EVS

15 responses



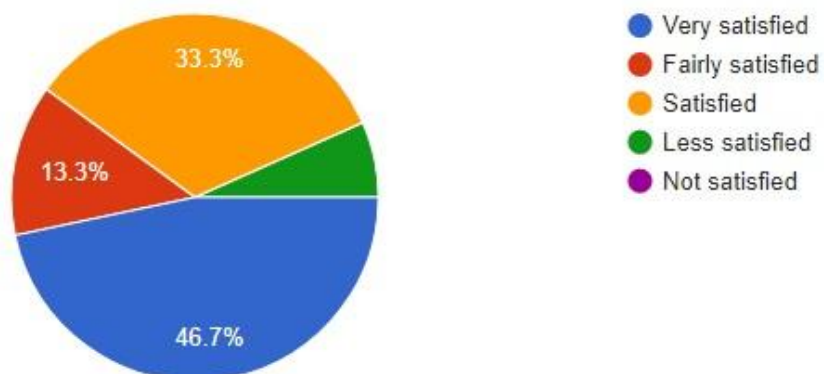
informing about support system offered by SALTO SEE and Contact point for Erasmus+ YIA in Kosovo

15 responses



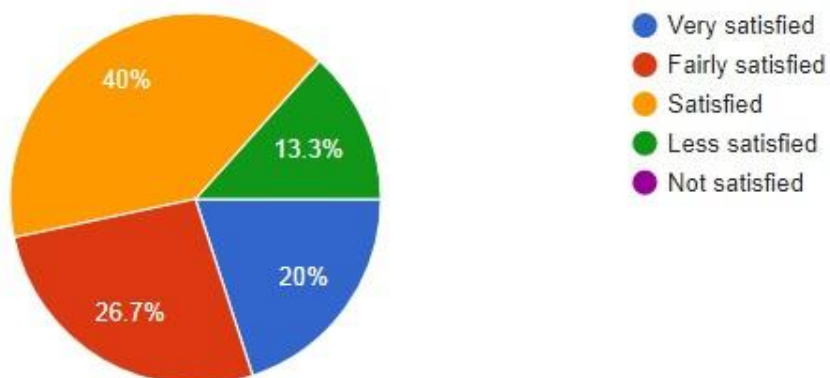
facilitating contact with SALTO SEE

15 responses



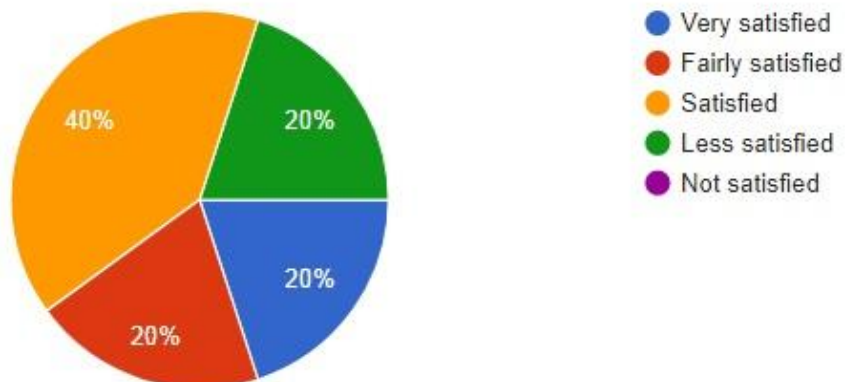
to inform organizations about the novelties in E+ for the future

15 responses



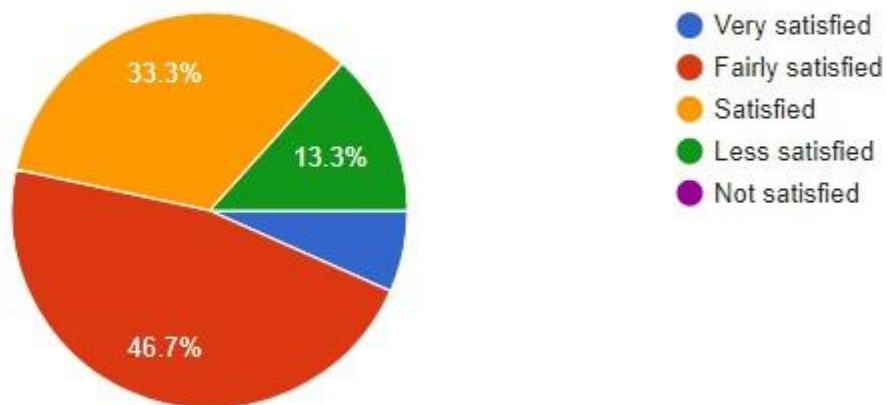
support networking between organizations

15 responses



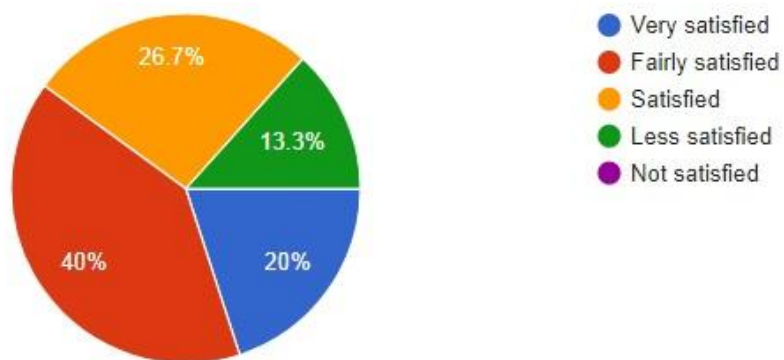
Please evaluate group spirit

15 responses



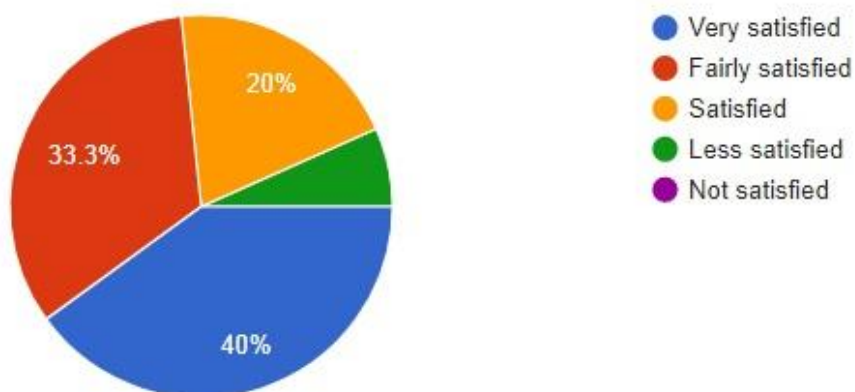
Please evaluate practical information provided before the training

15 responses



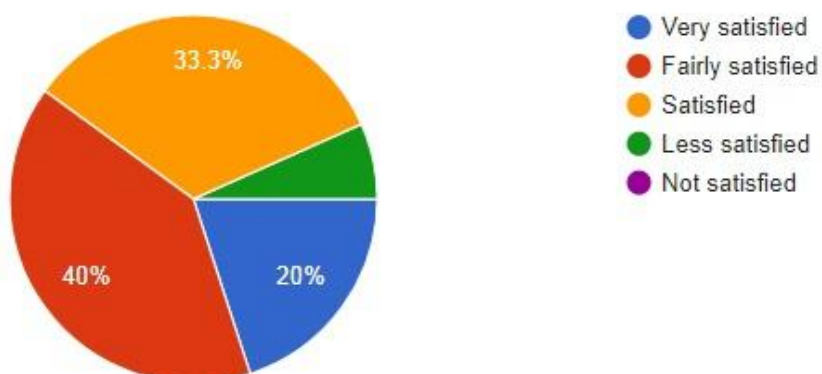
Please evaluate working methods

15 responses



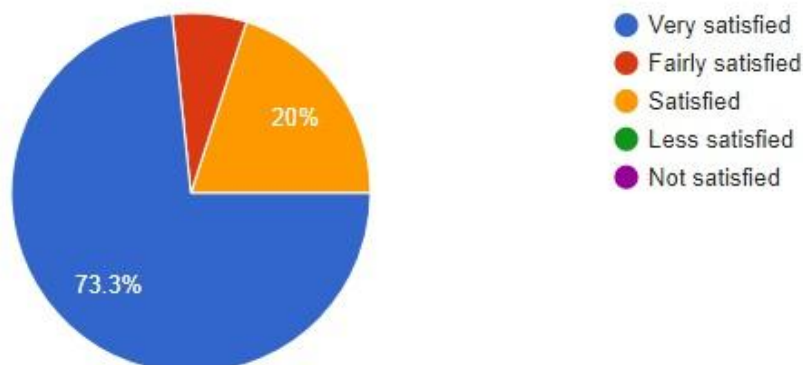
Please evaluate personal involvement

15 responses



Please evaluate traineers' competences

15 responses



One of the questions from the written evaluation of participants supposed to help us to see which were the most useful and the least useful sessions during the meeting. The feedback received is as follows:

The most useful sessions were...	The least useful sessions were...
The last session, when we mapped how the whole process of hosting a volunteer looks like.	In general there was a lot of repetition, and this was not helpful.
when we discussed with each other	all programme sessions was useful
Hearing out others experiences, on how they deal with situations, this was everything coming out from all the sessions! Working on the groups was also very intensive and qualitative for me.	There were no such cases.
All of them, were useful for me.	All of them were useful
sending/hosting - because of personal reflection...	Project cycle took lots of time... and for someone who did the project few times, it is too much dedicated to basics...
The project cycle was very useful, since we had to share our own experiences with other organizations in Kosovo and this helped a lot in finding new methods in working with EVS.	N/A
The role of Sending organization, I think I got the right information about sending responsibilities.	//
The second day's Project Cycle activity was the most effective since it layed out all the activities and roles in one big visualized structure.	Not sure.
the last part when we was evaluating every part of	every program session was useful.
	The presentation of the on line supporting tools not informed in detailed and no depth explanation
	I cant think of any session that was least useful.
	i think all sessions were useful
	The latest activities requesting feedback were time-wasting. You should keep in mind that not everyone is comfortable giving feedback in public, and since you were going to send us this form for feedback

<p>EVS. Starting from the moment that the project is approved till the moment that the project is finished.</p> <p>Project Cycle Management for EVS projects</p> <p>Cycle of EVS project.</p> <p>arrival of volunteers from the sending organization to the hosting organization because we are just sending NGO so we are interested for this.</p> <p>Groups work in the second day of the meeting was very relevant to what the whole meeting was about: to learn how the process goes from applying to the reports. Also, the 5-minutes-pair-talking was a very good idea. I got more information in those sessions, than during the whole group talking.</p> <p>discussions with each other</p> <p>Project life cycle. Here is where we could see what are the questions we are going to face and what could be as possible answers from the moment we start thinking of an EVS until we close it.</p>	<p>anyway, you should have not pushed us to give feedback many times that day. I didn't appreciate the 'randomly picking someone to speak' method, as well. It was pushy and not considerate.</p> <p>Every program was very useful</p> <p>no comment</p>
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There was also the question regarding their recommendation for the organization of the next meeting in 2018:

Participants recommendations for the structure and content of the next meeting:	
<p>no i don't have nothing more</p> <p>Make it longer and very detailed, there are things that we might think are boring and not worthy or repeated, but i think that learning this process you really need more time and very split sessions for all the fields. Even in 1 day and a half we might think that things were repeated time to time, but for my opinion it was just because everyone was sharing opinions and sometimes the opinions are the same!!! But this for me was not a problem! The opposite of this opinion, maybe next time we can even be more detailed, to even split the experience and the background of the organizations and from this we can maybe fit the needs and wants of everyone! I am very sure that this might not be possible but when you have the discussion on the same level it can get even higher the quality and you don't lose the sense!</p> <p>It will be good to have a such meetings in the future</p> <p>- to make it longer, maybe 3 days - to organize it somewhere outside Prishtina, with small family business, ideally in place with local NGO that hosts EVS - to include sessions on local context (impact on local community) as well as wider context (Kosovo, region); share concrete experiences and examples; for administration (youthpass, mobility tool, Activity Agreement templates etc); to invite EVS volunteers for one afternoon; - to invite organizations from Serbian, Gorani and Roma communities</p> <p>I do not have any recommendation from now, maybe it can be to Involve any former EVS from Kosovo and to hear their experience and challenges after Evs.</p> <p>I am aware that the purpose of this meeting was for the organizations to network and discuss - but I believe that there weren't enough properly and enough experienced organizations that could have given enough quality insight. If that is the case, I believe more intervention from the facilitators/trainers would have been welcome even though that goes beyond facilitating and dives into training.</p> <p>it would be better for me if we would have more time to share our experiences with local NGO and at the same time we would have more time to speak about every session in detail.</p> <p>Programme/Sessions for the EVS projects as sending, receiving and coordinating, to be separated, so the organizations get more information. If possible to be involved ex- volunteers and have direct feedback from</p>	



them and learn from their experience

maybe it will be good if you can invite more volunteers in the next meeting

To take into consideration that some participants might be beginners regarding their knowledge about EVS, while a few others might find the training boring because they already know most of the stuff that it's mentioned. Also, the first day lasted longer than it was anticipated in the agenda, and I find it really frustrating because when we receive the agenda we plan the day.

No everything was perfect

Session: SENDING ROLE (GOOD PRACTICES)

The first session aimed to explore the current experiences of organizations sending EVS volunteers, as well as to provide answers, clarifications and recommendations to different issues expressed by the participants. Initially the participants were invited to think individually and later to share in smaller groups their concerns and questions. The facilitators grouped the questions and presented them one by one, while few (previously selected) participants representing more experienced organizations and being personally involved in the sending projects were invited to try to answer each question, also by linking the answer to their personal example/experience. The team have followed with additional clarifications, whenever it was necessary.

Collection of the questions:

- *How to ensure quality accommodation for volunteers we send?*
- *How is the language barrier treated? What are the criteria?*
- *How to prepare the programme?*
- *How to prepare organisation to be sending organisation?*
- *Responsibilities of sending organisation?*
- *Find partners – find partners with the same topic.*
- *Finances – for organisation in general, monthly allowance of volunteer, etc.*
- *Conditions for sending?*
- *Cooperation sending – hosting – do they need to cooperate before they do the project?*
- *Logistics?*
- *Preparing volunteer & ow to find place for volunteer?*
- *Ways of supporting EVS volunteer?*
- *Improve communication between all partners?*



Questions with answers:

How to prepare organisation to be sending organisation?

It's good to understand what EVS is. It's huge step between getting accreditation and starting the project. It's useful to go on trainings, like SO-HO or any other; it's good to do that before or soon after the accreditation. You need to understand aspects mentioned in next question.

Responsibilities of sending volunteers?

Find organisation with volunteer, help volunteer to clarify where to go, when applying for projects it's good to involve volunteer, too. Visa, enrol in insurance, stay in touch with volunteer, support emotional part of volunteers, evaluation after coming back, support volunteer in coming back in life in local community, maybe also helping with finding him/her a job. Volunteers can feel lost when they come back – it's good to have someone that supports them.

Youthpass can be started when finishing in hosting, and then volunteer can meet two or three times with sending organisation to reflect even more and only then volunteer finishes the Youthpass.

How to find partners? Do you need to cooperate with partners before you send a volunteer? How to find partners from the same field?

You can meet partners at the trainings or when you are participant at international events. It's better to know the partner, at least personally so that you trust them, before you send volunteer. It helps if you work on having network. You can also find them in the partner base. You can also use the network of EVS volunteers you host.

It's good to question yourself first: What can we offer to our partner as organisation? What would we like to get, to learn as sending organisation?

It's also good to ask partners how they understand EVS, how they see the area where they work – it's good to get to know them a bit.

Finally, it's very important to know better volunteers you send.

Chances to get project accepted?

It's good to try applying, maybe in more countries. Even if you fail, you can ask what happened to learn.

Who prepares the programme?

Hosting organisation does. They give proposal of activities. And it's good if they communicate with volunteers because they can contribute and see with different eyes. They can also add activities that you don't think about.

Programme still needs to be somehow open.

What if volunteer comes and says I want to work on specific topic – ecological workshops? You need to ask hosting if it's able to support that or you try to find another organisation together with volunteer.

If you know that the volunteer will be involved in more specific activities (i.e. with children with intellectual difficulties) then you need to prepare volunteer better, to be able to stay all the project – for example, they had at least 5 meetings with volunteer before she went on project.

Sending organisation is responsible to talk with hosting organisation about the needs and capacities of volunteers.

Language

Language barrier is important because you can think you understand each other but you often don't.

What if volunteer doesn't speak language? It's better to be honest how much volunteer speak - that can save many problems. If you are not honest you can even loose partner. If you are honest, organisation is prepared and volunteers can learn language during their EVS.

Logistics

It's important to state things in agreement between organisations. Before you sign it, you should read it carefully and discuss what is there.

Before volunteer goes we ask volunteers if logistic conditions are ok for them – accommodation, internet, food ... Maybe sometimes is good that volunteers experience some things that are not completely ok for them, but that may be the way how they will learn to deal with that specific issue.

Finances

Both organisations need to agree for the amount that sending organisation receives. It's lump sum, you don't need to provide proofs how it has been used. You can count it as

donation. Experiences are that it's between 5% and 15%, depending on the length of the project and the particular tasks of the sending organization.

It's good to host and send – to experience both roles and understand challenges of both roles.

Session: CHALLENGES and QUESTIONS for the ROLE of RECEIVING ORGANISATION

The participants were invited to walk in pairs in a quiet street outside the hotel. For every question they supposed to talk for about 7-8 minutes and share with their pair concerns, issues and experiences while hosting EVS volunteer. They were asked to change the pair for every new question, trying to find a colleague whom they have not talked before.

The WALK & TALK questions were:

- *Generally – what challenges or questions you have?*
- *Challenges and questions regarding issues with the activities?*
- *Challenges and questions regarding logistic aspects?*
- *Challenges and questions regarding cultures and personalities?*
- *Challenges and questions regarding mentorship?*

After the walk outside, the participants gathered back to the plenary, where they supposed to bring to the circle the most important issues raised from the work in pairs, then the facilitators tried to find if there is an answer in the group or provided their input, if needed.

The challenges and questions raised from the participants:

:

- *How is the proper selection of the volunteer?*
- *Health insurance*
- *Mentor's role?*
- *Finding a mentor*
- *Rights and responsibilities – of volunteers and organisations – how not to forget about responsibilities?*
- *Financial aspects*
- *Motivation of the volunteers: If they need to wait for the approval of the project. During the project.*
- *How to apply as hosting organisation?*
- *What is the approach to support the project?*
- *How to deal with cultural shock / differences?*
- *Hosting a romantic couple?*
- *Is it worthy?*



Session: SUPPORT SYSTEM in EVS



The session was organised in the form of a TV Show, with two guests invited to speak in front of the participants. The facilitators were leading the show by asking several sets of questions to the guests, as well as enabling the participants as Live audience in the show to ask direct questions to the guests. The guests were representing:

- SALTO SEE RC - Andrej Troha
- Contact Point in Kosovo - Dukagjin Leka

The facilitators also used the LCD projector to screen the web-pages of the represented institutions and

other important sites that offer relevant information or support.

The main groups of questions and answers/explanations are summarized below.

SALTO / SALTO SEE RC

SALTO stands for Support for Advanced Learning and Trainings Opportunity. There are 8 SALTO Resources Centre which support the implementation of the Erasmus+ Programme. The SALTO South East Europe Resource Centre supports the implementation of the program in five countries of the SEE region which are still considered as Partner countries and do not have active National Agency - Albania, Bosnia and Herzegovina, Montenegro, Kosovo and Serbia. The SALTO-YOUTH South East Europe Resource Centre promotes the participation of young people and other actors in the field of youth and non-formal education from the Programme's Partner countries in the Western Balkans in the Erasmus+: Youth in Action programme.

EVS Training Cycle in WB

SALTO SEE is responsible to organise the annual EVS training cycle for the EVS volunteers who come in the WB for their service. On Arrival Training Course, Mid Term Evaluation Meeting and Annual EVS event are the main three types of activities gathering EVS volunteers in order to provide them with support and learning during and after their EVS projects. All the Receiving Organisations in the WB who host EVS volunteers are obliged to inform SALTO SEE about their hosting volunteers project as long they are approved and to enrol them accordingly in the training cycle.

Accreditation of EVS Organisations in WB

SALTO SEE, with the support of the Pool of Accreditors is responsible to perform the accreditation procedure of every organisation that is interested to join the Programme and get involved in the EVS in any of the roles as RO, SO and CO. In the moment that one organisation applies for accreditation, SALTO opens a call for accreditors in the POOL where 2 accreditors will be appointed. The first accreditor is usually a local one and the second accreditor is usually coming from the EU countries, in order to ensure the European perspective of the process.

Any organisation facing certain issue related to the accreditation should contact Andrej, preferably by e-mail. If the accreditation is going to expire, you need to be re-accredited, so you should send new application for accreditation.

Are you a big team in SALTO SEE?

We are only three people working in the office of the SALTO SEE Resource Centre. Sonja Mitter is the SALTO Coordinator, Maija Lehto is the Program Officer and myself as Coordinator of EVS accreditations & trainings for EVS volunteers. SALTO SEE RC is hosted by the Slovenian NA which has bigger staff, while we have an opportunity to work together in an international team.

What kind of financial support does SALTO SEE offer?

This is the difference between SALTO and National Agency, we are not an applying agency so we don't grant projects but we are just providing the support in the areas mentioned before. SALTO only finances the the accreditation process, the EVS training cycle and the participation of youth workers from WB in events. As well SALTO offers a small financial support annually to the Contact Points in each WB country, so they can promote and assist you all with the involvement and quality implementation in Erasmus+ YIA.



CONTACT POINT for E+:YiA in Kosovo

The role of Contact Point is to promote the Erasmus+ Youth part of the Programme, as well as to support better project planning and implementation in every particular country in the region. Through their information and communication channels and networks, they regularly provide information to every interested organization from their country. The contact points should organise info days, info sessions and should provide relevant clarifications or links to concrete information related to the program to representatives from organisations and young people in general.

Can organisations send you their written projects for Erasmus+ to check it? Can a CP do this?

Not really, as the Contact Point is not appointed to check the content and quality of applications and is not aimed to write projects for any other organisation or individual. There is often a misunderstanding about our role and we get such requests, but we want

to make sure you all understand the role of the CP. We can support organisation with information prior to application, you can take part in our training courses for project writing or quality implementation but we will not check or write your projects, or accreditations.

Do you finance activities? Can organisations apply for projects?

No, we do not finance any activity, project, nor participation in events. We organise trainings, info sessions or seminars and only in these activities we have a small budget to cover your cost of participation (travel cost, working materials).

Session: PROJECT LYFE CYCLE

The session aimed to explore all important elements that need to be considered in the project life cycle. The participants were divided in three groups having 15-20 minutes to share, discuss and agree on every aspect and find its place within the appropriate phase of the project life cycle. We used few



flip-charts on the floor divided in three main sections: *Before the EVS project starts, During the EVS project, and After the EVS project.* Every group was invited to present their contributions, while the other could ask and clarify. The team added the missing elements to the timeline of the project life cycle.

The session took almost three hours, including the coffee break, as there were many aspects the participants wanted to have clarified.

Below is the summary of the work in this session.

<i>Before the project</i>	<i>During the project</i>	<i>After the project</i>
Activity agreement (SO, HO, CO, VOL) Get to know the volunteer, create relationship (also with mentor and coordinator in HO) Finding a mentor Visa – put the costs in the project already! Residence permit – have information on time to get ready for the procedure Preparation of the training Pre-departure training (by SO) – to now the country, project ... Documentation (welcome letter, info kit ...) SO gives it, HO makes sure	Wait for them at the airport Help them accommodate, city tour Residence permit – support that Choose the mentor? Meet the mentor Mentorship Clarify roles in the association, who will be supporting the volunteer Welcoming party Get to know new life Introduction to the rules Introduction to the staff Finalize scheduling – jointly created	Evaluation, feedback – what was good, bad, what to improve – SO, HO, volunteer Final report Project closure Recommendation letter Adaptation to culture when coming back, to deal with cultural shock Keep contact with volunteer (SO and HO) Engage volunteer in activities Volunteer shares the results – in SO and with youth Dissemination and visibility of the project Promotion of the project

volunteer reads it
Publish the call for volunteer (if having it later) – SO – Think again why are involved in the project – what will be the benefit for organisation, how can we really support the person we don't know?
Selection of volunteer
Health insurance – SO – before travelling
Accommodation, food ...
Travel arrangement – SO or HO
Animate target group for EVS
Check SALTO trainings

Mentor – when? At this stage or also when volunteers arrive
Plan of activities – Put it in the activity agreement. You can prepare it before the application if you have volunteer already.



Introduction to Youthpass
Food and pocket money
Learning – support that (HO and SO)
Design a learning plan for the volunteer,
Regular reflection
Training for work
On-arrival training
Support term training for the short-term volunteers
Ask volunteers for feedback after on-arrival and mid-term
Language course – local language, also English if needed
Weekly meetings
Mid-term training
Intercultural support – from coordinator and mentor; support for cultural shock after some months.
Daily / weekly / monthly reports
Additional learning opportunities
Skype meeting with sending organisation
Ensure quality – with sending – regular contact, can be monthly report, exchange of mails
Regular contact between SO and volunteer + SO and HO is important to be able to know what's going on and then you can react if something happens
Volunteer sends photos to SO, writes blog ... - SO is doing promotion as well
Personal project – create the space for that, so the volunteers implement their own ideas.
Youthpass
Departure of volunteers (organise a little farewell),
Final report,
and follow up idea
Promotion, dissemination of the results – gives you chance to promote EVS to other young people and to connect with local organisations
Evaluation meeting with SO at the end of the project

Annual meeting of ex-EVS volunteers – HO registers
Youthpass – to reflect what changed
Receive remaining finances for the project





USEFUL LINKS

1. SALTO Youth SEE web-page: <https://www.salto-youth.net/rc/see/>; FB page: <https://www.facebook.com/SALTO-YOUTH-South-East-Europe-Resource-Centre-359995264196045/>
2. Schedule of Trainings for EVS volunteers for 2017: <https://www.salto-youth.net/rc/see/evs/trainingschedule17/>
3. Publications of SALTO SEE - <https://www.salto-youth.net/rc/see/resources/>
4. Support activities, offered by SALTO SEE: <https://www.salto-youth.net/rc/see/activities/>
5. Contact point in Kosovo for E+:YIA, Ligo Lex Legis, Pristina, <http://ligolexlegis.org/>; FB page: <https://www.facebook.com/LIGO-LEX-LEGIS-618061801648461/>

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