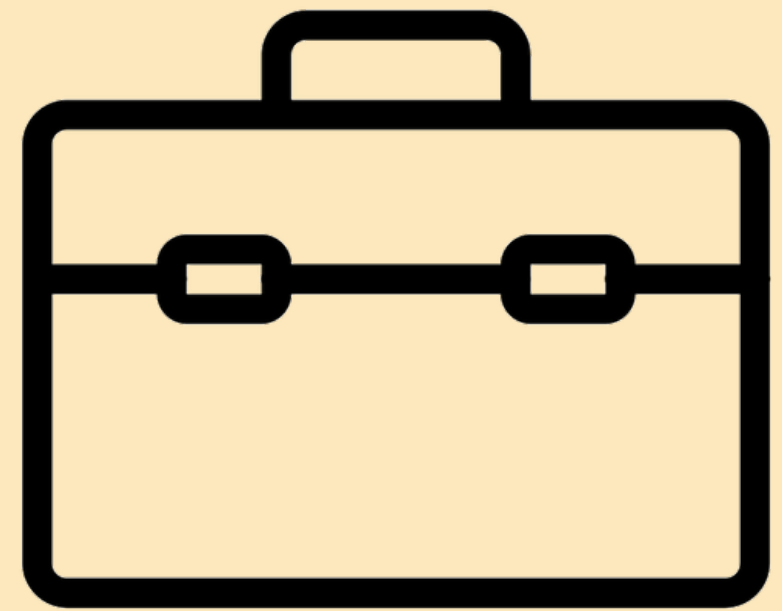
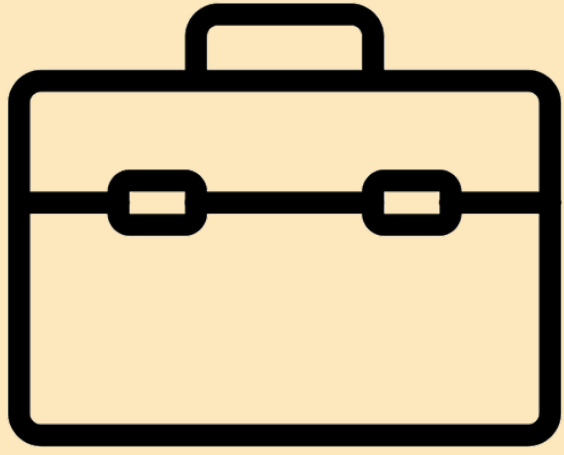


Toolkit





TOOLKIT

PROJECT VOICE

“VOICE” (Volunteering Opportunities to Improve Cohesion and Empowerment) is a project that intends to develop **structured innovative actions towards increasing the quality of international volunteering mobility (IVM)** and **building capacity of the youth organizations actively engaged in transnational learning mobility**, both sending and receiving international volunteers.

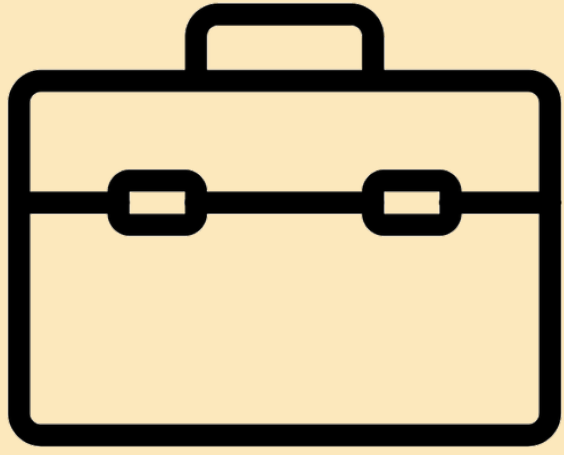
VOICE aims to promote IVM as a way to boost youths’ employability potential, foster active European citizenship and feeling as citizens of the world, overcome passivity of younger Europeans and create environment for increasing quality of the IVM supporting organizations.

In particular, the project creates new learning tools aimed to support training providers in partner countries and increase quality to On-arrival service provided to European volunteers attending services in partner countries. The project also directly contributed to **increasing employability potential** of young people throughout providing EVS services to 18 European young people with fewer opportunities, particularly NEETs.

VOICE **specific objectives** are:

- to build capacity of the youth workers and organizations working or intending to start working in the field of *cross-continental IVM projects and with ESC initiative*;
- to capitalize previous outcomes in the field of IVM support and ensure *quality transfer* of the best practices in the field;
- to build personal and professional capacity as training providers of the youth workers from IVMRO based in partner countries;
- to **create new learning tools** based on capitalized outcomes that will contribute to increasing quality of youth work and support provided to European volunteers;
- to create opportunity for fostering skills and capacities of European NEETs with an eye to support them in fostering employability potential and further re/enter the labour market;
- to promote active citizenship, volunteering and non-formal learning in partner countries.





TOOLKIT

HAPPY MODEL



The VOICE project was based on the non-formal education and global learning methodology. In addition there was a new model developed to increase the social engagement and active citizenship – the HAPPY model.

HAPPY stands for:

Help. The volunteer's main task is to run a project in support of the local community. Volunteers use their time, energy and competencies to help those most in need, while at the same time helping themselves.

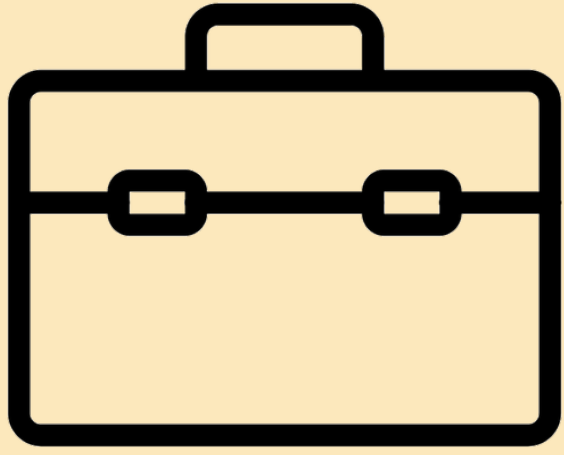
Absorb. The volunteering services should be done in a way to support the learning of the volunteers at a maximum in various personal and professional competencies.

Participate. Apart from their regular projects (usually service-oriented) the volunteers should be engaged in at least one other action as a manifestation of their activeness.

Promote. The volunteers that do volunteering services in another continent are perceived as ambassadors of global change. They will promote both the idea of volunteering as an act of active citizenship and the idea of sustainable global development.

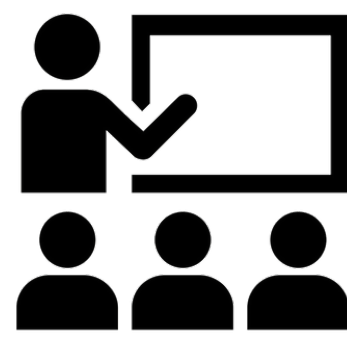
Youth. Activities fitting the interests of the young people, being youth-friendly and fun!





TOOLKIT

WHAT IS ON ARRIVAL TRAINING?

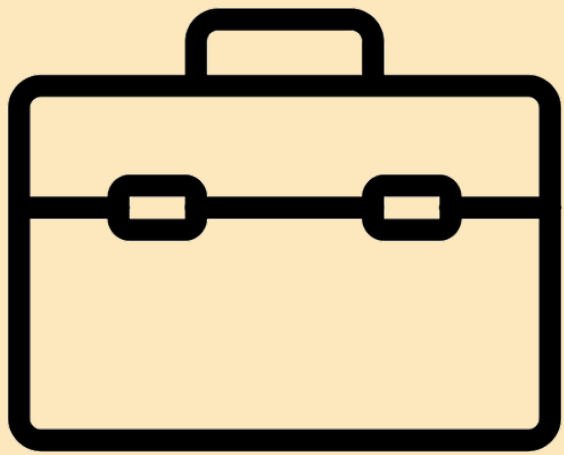


On-arrival training (OAT) is a training organised in the first weeks of the voluntary service for all new participants. Its main objective is to introduce the volunteers to the host country and prepare them for the voluntary experience.

The main objectives of OAT are:

- To help the volunteers adapt to cultural and personal challenges they might face during the service
- To equip volunteers with guidance and practical skills on conflict prevention and crisis management
- To equip the volunteers with communication skills, including aspects of intercultural learning and preparing them for a cultural shock, helps them become aware that cultural differences require different models of behaviour.
- To offer space, tools and time to plan the coming months and to develop their personal goals, learning and mentoring plan.





TOOLKIT

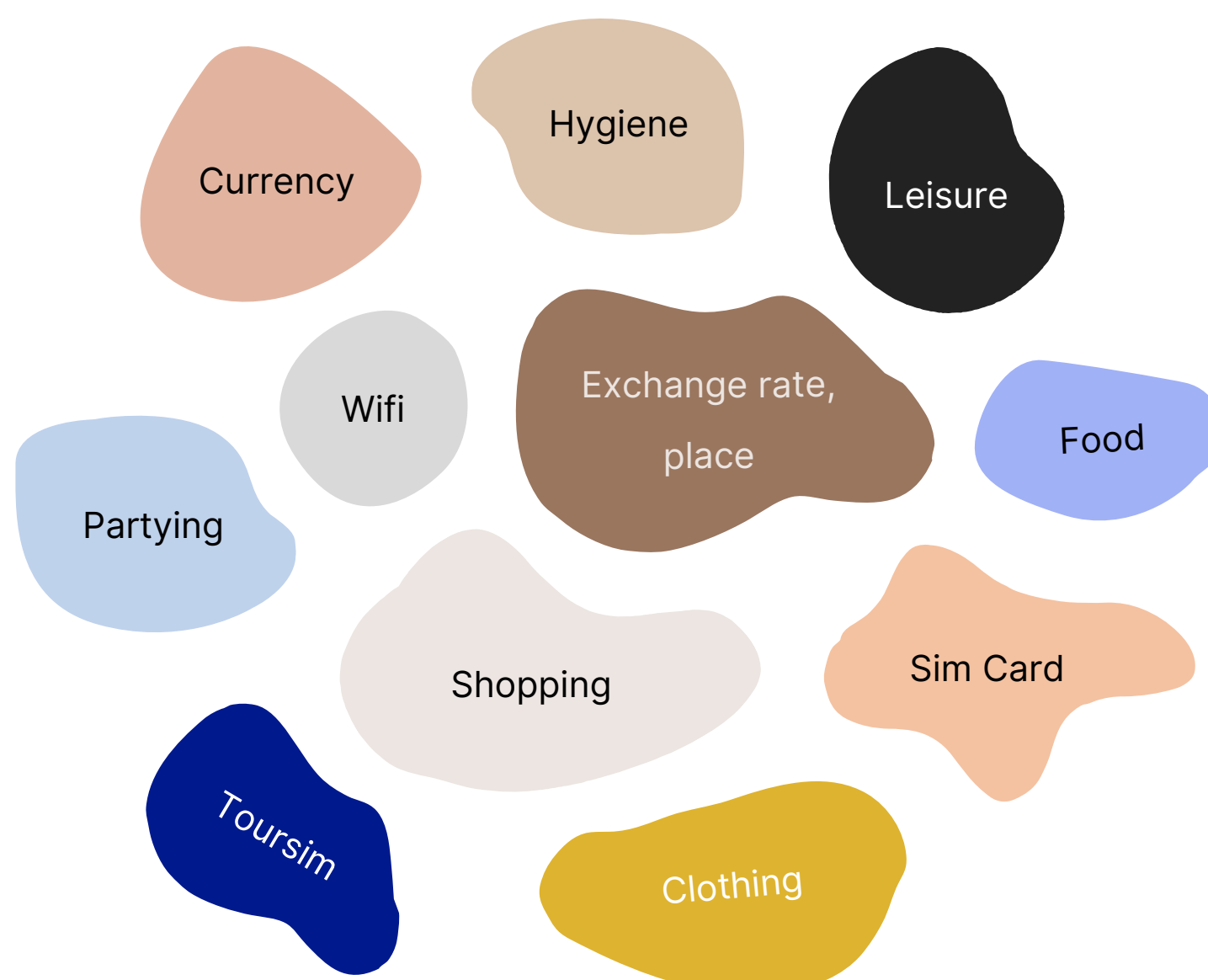
KEY ASPECTS TO PRESENT DURING ON-ARRIVAL TRAINING

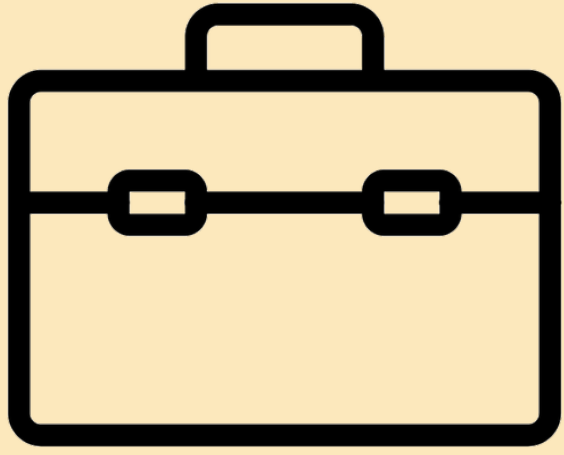
1. Country

1.1. Living Costs

The volunteers should be introduced to the costs of living the country of their voluntary service. By giving them this information at the beginning, you help them to plan an effective budget management, which is a very valuable skill to gain and practice during the stay abroad with limited funds.

Ways in which volunteers should spend their money:





TOOLKIT

Good practices

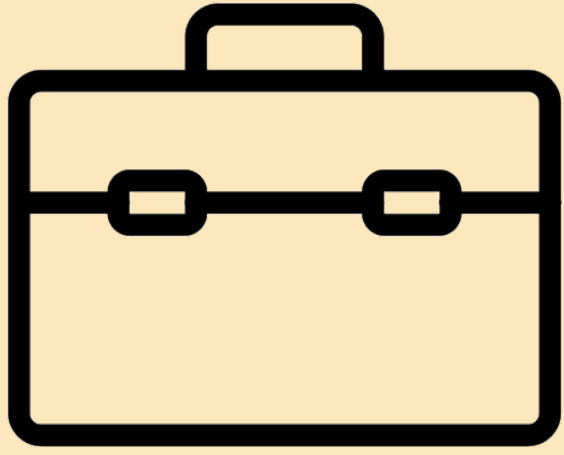
- share with your volunteers a list of applications with discounts or app for budget planning, information about discount cards they can obtain, list of the cheap places to go out and eat, tips on cheap and safe travels
- do the brainstorming with all the participants to collect all the good ideas and practices for budget planning
- share with volunteers weekly budget planning sheet

1.2. Cultural Shock

Arriving to another country for the voluntary service, might be stressful, especially when the volunteer is not familiar with its culture and habits of the locals. Therefore it is important to make volunteers familiar with the culture of the place where they will live. During the On-arrival training make sure, your volunteers will get some knowledge about your country's:

- Traditions (Native traditions)
- Etiquettes/ manners/ behaviour
- Weather conditions, altitude, seasons
- Fashion (dressing, clothing)
- Communication (Verbal-Nonverbal)
- Local patterns (time-table)
- Food
- Gender relations (differences, peculiarities)
- Social gatherings (festivals)
- Daily routines





TOOLKIT

Good practices

- Prepare a presentation/video about your country
- Together with the volunteers try to find similarities and differences between their sending and host country
- Consider finding for the volunteers buddies (buddy is a local person who will introduce the volunteer to the local reality and help him/her to better integrate with the local community)

Activities examples

1. Hello

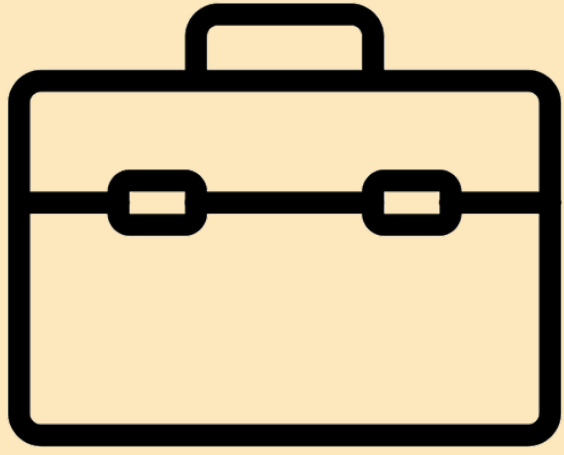
First impression is the most important part of communication. Greetings in different countries may differ. Except from different words also gestures are very important - in some places a kiss in a cheek is the best, in others a hug or simple handshake is preferred. Together with the volunteers try to learn greetings from each other countries (words and gestures) depending on different situations.

Depending on the number of participants, set up some limited time and let everyone walk around and greet each other in their own languages. At the beginning set the scenario of greeting (formal situation in the office, meeting of two strangers on the street, meeting of friends, meeting of family members etc). Once in a while change the context of meeting and let the participants learn new way of greeting. After the time ends up gather everyone in a circle and check how many ways of greetings they have learned. Discuss altogether similarities and differences between your countries.

2. Contrasting Cultures

On a flipchart or whiteboard draw a table with different categories: greetings, food, daily activities, socializing, transportation, negotiation and buying, fashion etc. Ask all the volunteers to write under each category things relevant for their country. At the end together discuss the differences and similarities of your cultures.





TOOLKIT

1.3. Intercultural Learning

Being immersed in another culture, gives a great opportunity to learn. Introduce your volunteers to the intercultural learning by giving them deep understanding about culture of their host country:

- Myths
- Special celebrating days
- Habbits
- Stereotypes
- Prejudice
- Intercultural exchange
- Teaching/learning



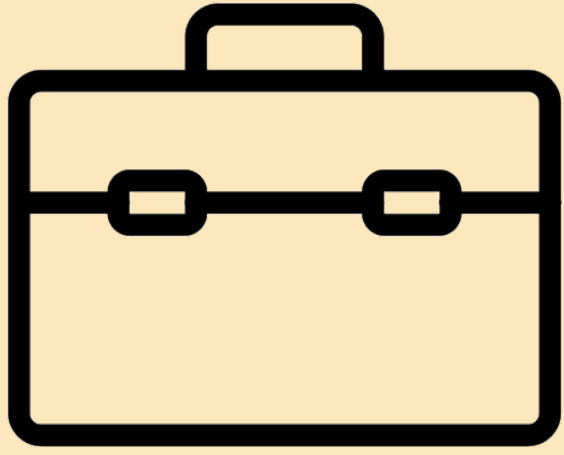
Intercultural learning helps to become more aware of and better understand one's own culture and culture of others. To develop intercultural competences we need to understand how the other people feel, think and act, and where it comes from. Living an abroad experience gives an opportunity to understand other points of view.

Good practice

Good practices

- Explain to the volunteers the importance of the intercultural learning
- Discussion based on their own experience might be a good idea





TOOLKIT

Activities examples

1. A letter to myself

This activity has two parts, first on the On arrival training and the second during the final evaluation of the mobility. Its aim is to express motivations, fears and concerns before the voluntary service and to help to assess the changes in perceptions, attitudes, critical thinking before and after the experience. During the OAT give to your volunteers paper, pen and envelope. Give them time to write a personal letter to themselves about their hopes, motivations, concerns and fears today, at the beginning of their voluntary service. They can write all the questions they have now and everything they would like to share. Collect the envelopes with the letters and keep them in a safe place.

At the end of the volunteers' mobility give them back their letters. If the evaluation is done in a group, you can give some time to the volunteers to read them individually. Then, start the discussion: how do they feel while reading the letter? do they feel like they have changed perceptions? How? Did their hopes or fears change, and if yes why? Did I find answers to the questions I had? What is the most touching part of the letter? You can conclude by showing how much everybody has evolved since the On-arrival training: What are the common ideas shared by everybody? What can we learn from that?

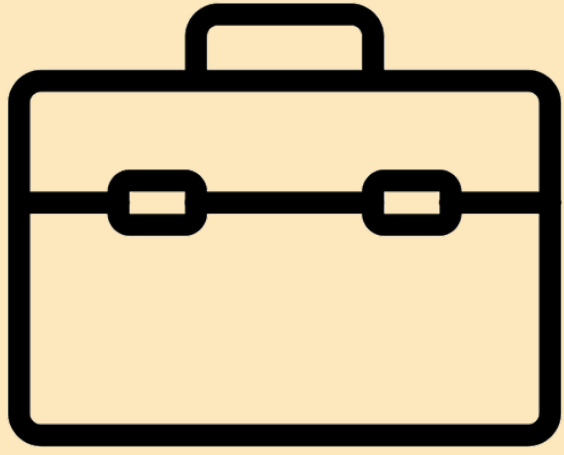
2. Visiting other planet

Separate the volunteers into two groups and make them stay in the two different rooms, so they cannot have contact with each other during the game. Set the rules for each of the group: way they talk to each other (e.g. "yes" means "no", you can start talking to the person only after touching their arm, you cannot come closer to your conversation mate before showing some gesture etc.). The groups shouldn't know about each other "languages".

In the next step send one person from each group to another group. Their task is to find the way of communication with locals. After 5 minutes, the visitors should go back to their own "planet" and let the others know what they have learned about the language of the planet they visited. In the second round send other visitors and repeat the steps.

After a few visits, gather both groups for the discussion. How the visitors felt while visiting another planet? Did they base on the experience on the previous visitors from their planet? What was difficult for them? How the locals felt having a stranger person around them? Did they try to communicate with him/her? What they have learnt through this activity?





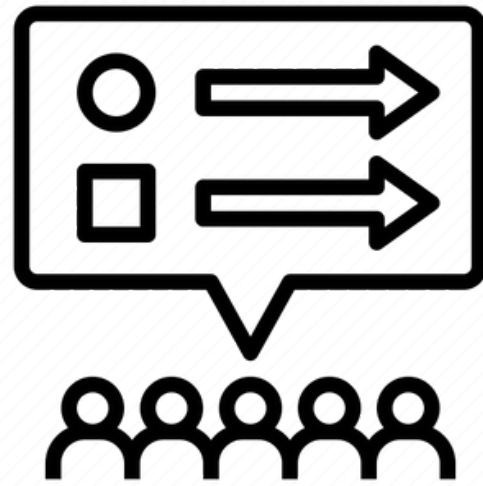
TOOLKIT

1.4. Rules and Regulations

Make volunteers confident and inform them about behaviour in society. It is important to be familiar with the rules applicable in the country. Create a discussion on:

- Social Rules
- Public Manners

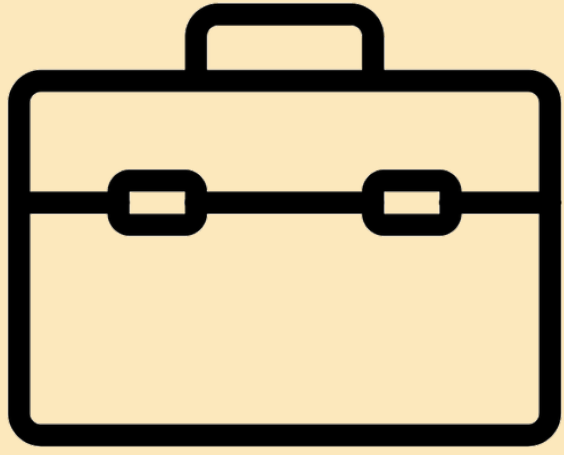
To help the volunteers avoid difficult situations while meeting locals.



Good practices

- Prepare for the volunteers some tips on unusual situation they can face in a daily life
- Use a play role technics to put attention on the cultural differences and specific social rules of your country
- During OAT organize a short language lesson to let the volunteers learn basic phrases in your language





TOOLKIT

1.5. Political Situation

Inform volunteers about their democracy and country rights, ideologies and party policies, the Constitution and Parliament, resources and economic status.

- Government
- Local parties
- Elections
- Political security

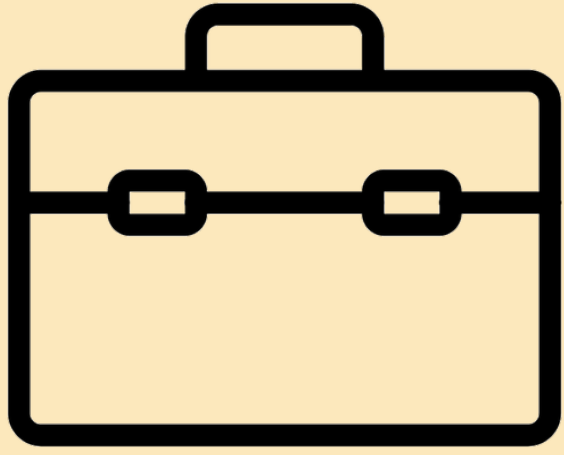
This topic can be as well a good beginning of giving to the volunteers information about their project, fundings and rules. Better understanding of the programme helps them to be more involved in the daily activities.



Good practices

- Create a safe environment to share opinions and learn together
- Provide extra support to reach agreement and understand the situation





TOOLKIT

2. Hosting Organization

Get volunteers familiar with your organisation. At the initial level of the voluntary service the crucial thing is to let the volunteer to see his/her role in the organisation. Introduce the volunteers to all the staff, local volunteers and everyone they will work with on the daily basis.

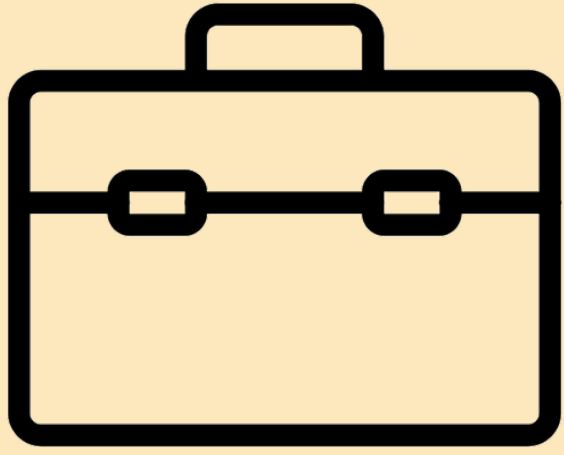
Give an opportunity for the volunteer to see his role in the organization in perspective:

- Introduction
- History
- Current situation
- Plans
- Programs, activities
- Schedules
- Roles & designations
- Aim & goals
- Rules & regulations

Good practices

- invite for the On-arrival training the crucial persons involved in the voluntary service on behalf of your organisation (e.g. mentors, tutors, coaches, buddies)
- use non-formal techniques like ice breakers and energizers to break the barriers and let everyone to know each other





TOOLKIT

Activities examples

1. My name

The first player will use the first letter of their name and say an adjective that begins with that letter and then add their name after. Example: Big Bruno. The next player will repeat and then say an adjective according to their own name and their own name. Example: Big Bruno, Lazy Lana. The next players will follow the same scheme until the last player who will say everyone's adjective+name along with their own.

2. Two truths, one lie

One participant starts by telling 2 truths and one lie about themselves. The other participants have to guess and debate on which one is the lie. Once they have decided collectively on one answer, the lie gets revealed. Then it's the turn of the next participant.

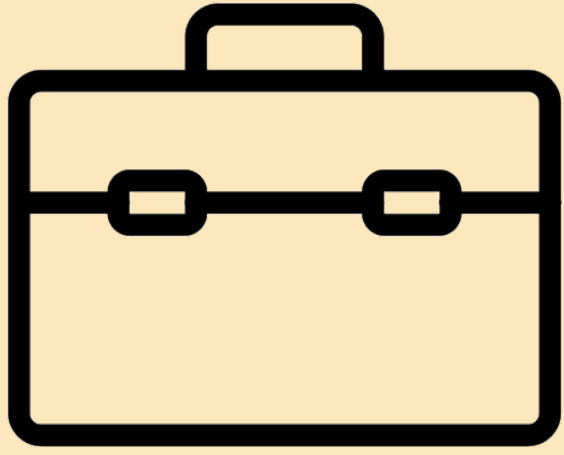
3. Toilet paper

Each of the participants take as many pieces from the toilet paper roll as they want. When everybody has their pieces, the main part of the activity starts. Everyone needs to share as many facts about themselves as many pieces of paper they have.

4. My Facebook profile

Before the activity prepare the templates of Facebook profile. The template should contain: space for the profile picture, name and surname, age, country, hobby, favourite movie and song (you can put as well other relevant information request). Give to all participants papers with blank Facebook profile template. Let them write on the paper their name and surname. After this part, all participants should put their profile in the middle of the room. In the next step everyone chooses one paper that doesn't belong to them. They have one minute to find a person in a room to update their Facebook profile. After the first round, papers go again to the middle of the room and participants choose another profile to fulfil with the next questions. Make as many rounds as many questions are in prepared Facebook profile. Hang all the profiles on the wall and check them together with all the participants.





TOOLKIT

3. Safety

3.1 Coverage of insurance/medical facilities

Remember to give to the volunteers information about all medical services and insurance coverage possibilities:

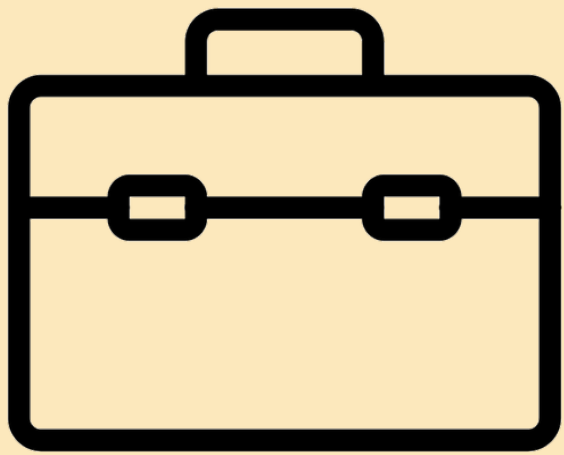
- General procedures
- How to pay for it
- Where to take an appointment
- Contact details

3.2. Safety Departments

Provide protection and safety for volunteers in critical situations.

- Accidents
- Passport loss
- Failures
- Breakdown
- Robbery
- Rape

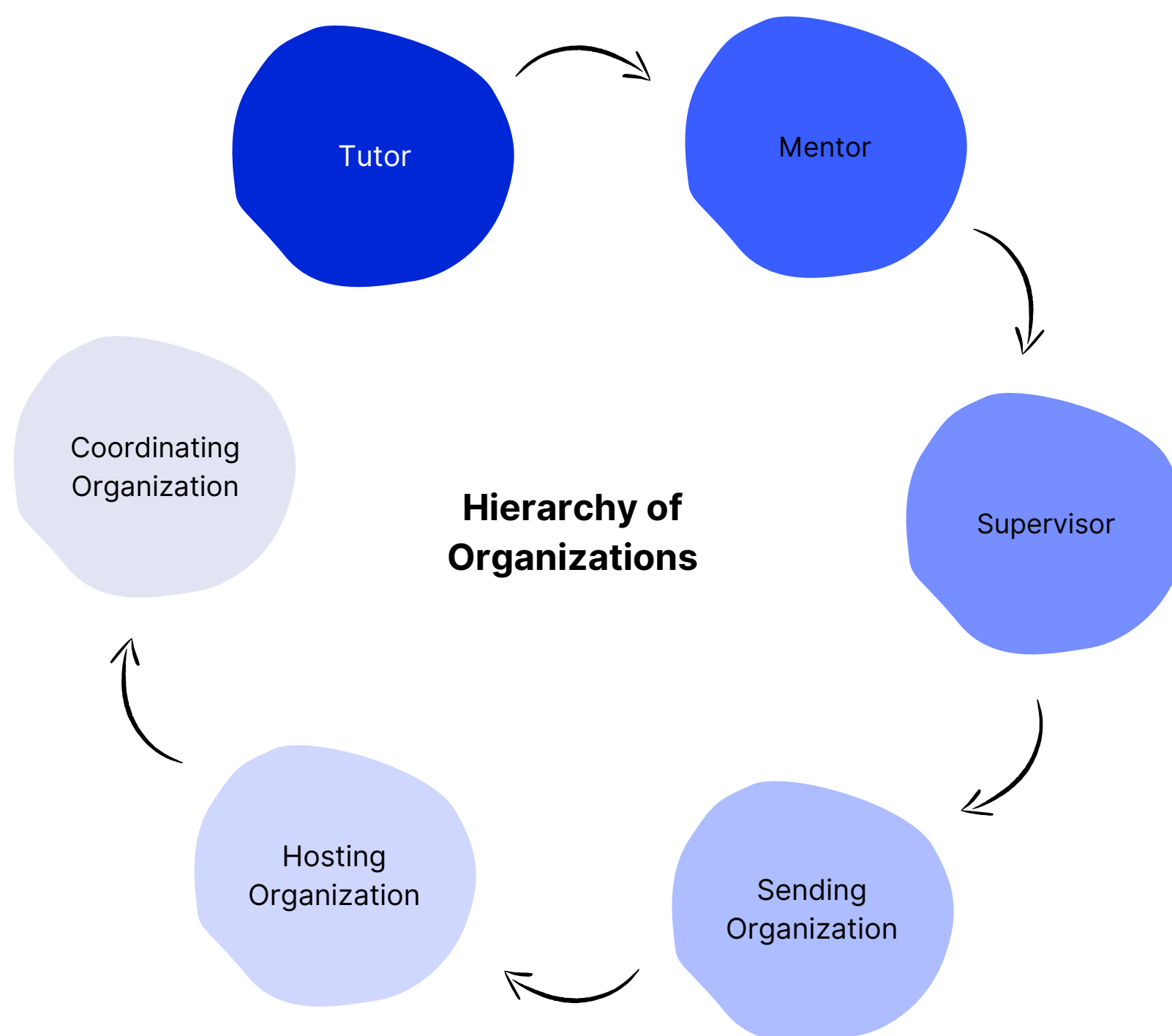




TOOLKIT

3.3. Safety Networks

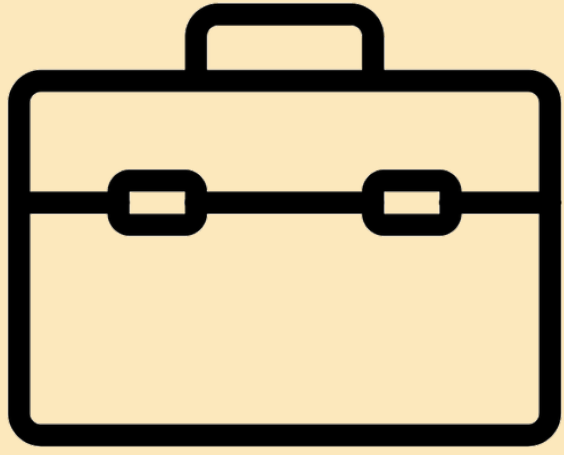
Explain to the volunteer the hierarchy of persons and organisations involved in their voluntary project.



Good practices

- Prepare for the volunteer paper with emergency contacts (tutor, mentor, organisations, number to the doctor, police, fire department etc) that they can take with them
- Explain to the volunteers how the health system works at your country and what to do in case of the emergency





TOOLKIT

4. Technical Information

4.2. Local ID's

Provide legal living for your volunteers in the current hosting country. Help the volunteers in getting ID, fiscal number (if needed), residence permit and any other document needed for a legal stay in your country.

Remember about:

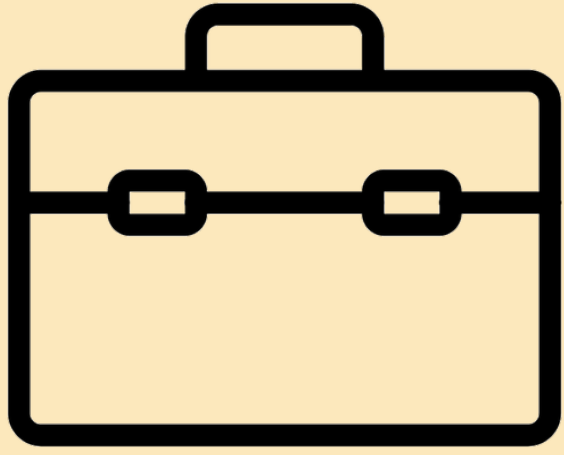
- Documentation
- Cost
- Timing
- Type of id



Good practices

- Involve in the proces mentor or buddy, who can help the volunteers with translations and documents
- Give information about needed documents in advance, so the volunteers can be prepared for the bureaucracy after arrival





TOOLKIT

5. Pragmatical Information

5.1. Placements

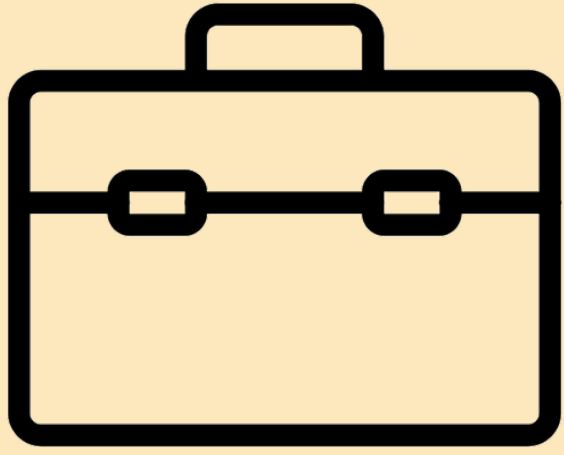
Help volunteers to integrate faster with the environment and avoid redundant stress.

- Description
- Details about tasks & activities
- Location
- Description of the local community
- Population
- Neighbourhood
- Working staff/ colleagues
- Time table/ schedule
- Training/ introduction

Good practices

- During On-arrival training plan visits in a most important places for the daily activities of the volunteers (office of your organisation, activities place etc)
- It's a good idea to organize for the volunteers a short trip around the neighbourhood and the most important places in the city (square, centre of the city)
- Evaluate the timetable with the volunteers, listen to their feedback and suggestions
- Be open for the new ideas and exchange of practice with the volunteers





TOOLKIT

Activities examples

1. City Game

To show the city to the volunteers you can organize a city game – this way the volunteers will actively get familiar with the new place. City game can be held in small groups. Create a few tasks, which will contain finding the most important place, getting to know some local legends, make the volunteers to talk to the locals breaking in the same way the barrier. You can be as creative as you want!

The city game can be in a form of simple tasks on the paper, form of the treasure hunt with a small prize at the end or you can gamify it and use some applications (e.g. Actionbound).

5.2. Erasmus+ Rules and Regulations

Remember to inform the volunteers about the general Erasmus+ rules during their voluntary service.

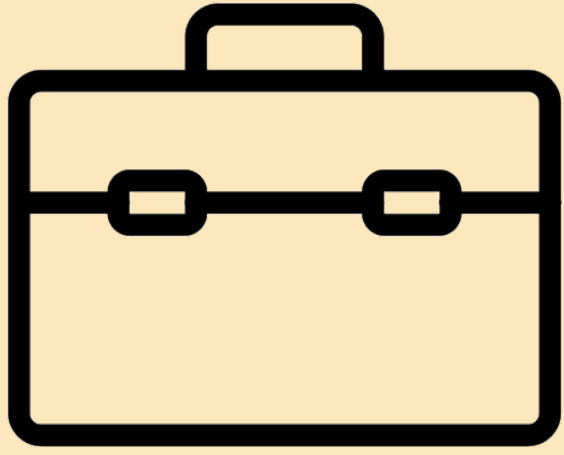
Knowledge about every volunteer rights which protect them abroad:

- Holidays (2 days per month)
- Youth pass
- Insurance
- Monthly allowance
- Pocket money
- Transportation money

Good practices

- Take some time during the On arrival training to introduce the volunteers to the Youthpass and key competences





TOOLKIT

6. Social Volunteering Work

Talk to the volunteers about their voluntary work and activities they are going to do. Explain them their role and local common concept.

Tasks, duties and responsibilities of volunteers in society.

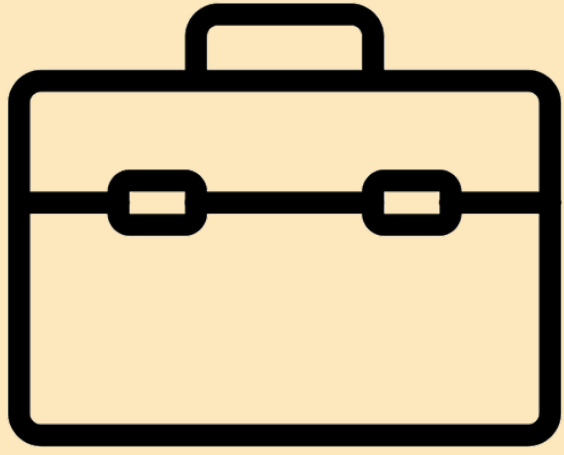
- Local common concept
- Understanding
- Role
- Do's & do nots



Good practices

- Talk to the volunteers about their expectations, fears and contributions to the voluntary service
- During the On- arrival training, set with all the volunteers the do's and nots of voluntary service, that will stay valid through all their mobility



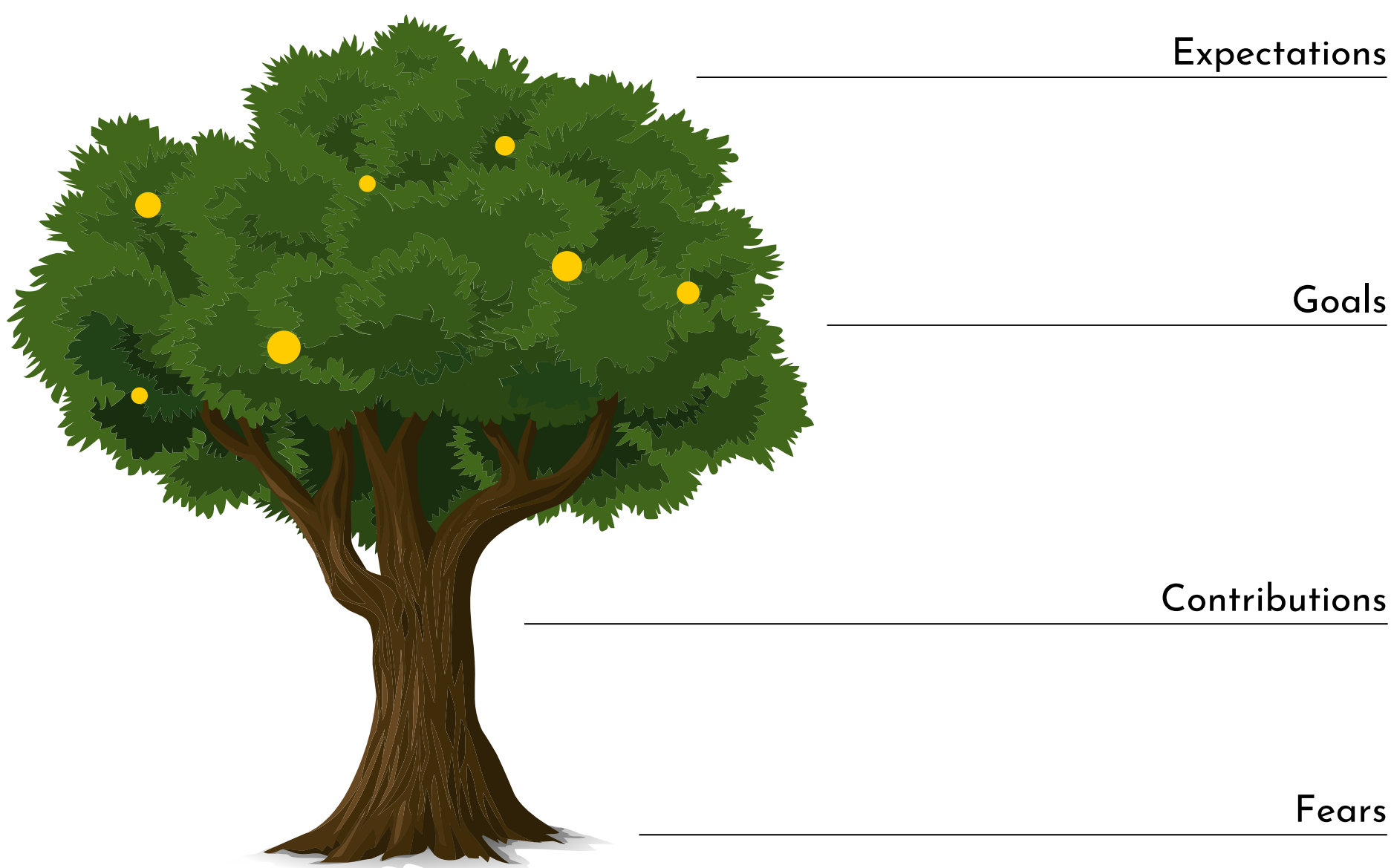


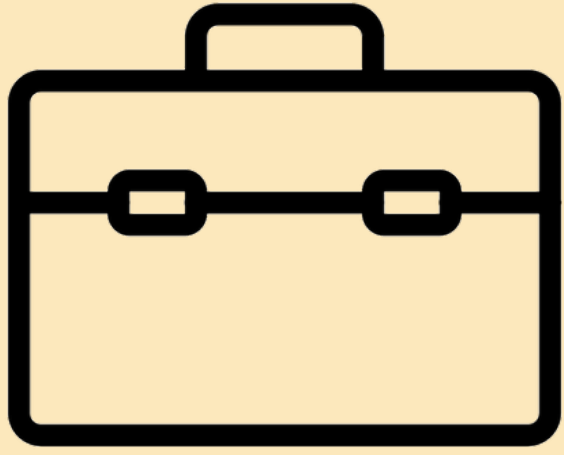
TOOLKIT

Activities example

1. Expectation's tree

Draw on a flipchart a tree with branches, trunk and roots. Give to the volunteers sticky notes in three different colors – one for expectations, one for contributions and one for fears. Ask the volunteers to write down their expectations, contributions and fears. In the next step they should stick the notes to the tree. Reflect on the tree postits together with the participants and try to discuss inadequate and/or unrealistic expectations and comforting tips for overcoming the fears.





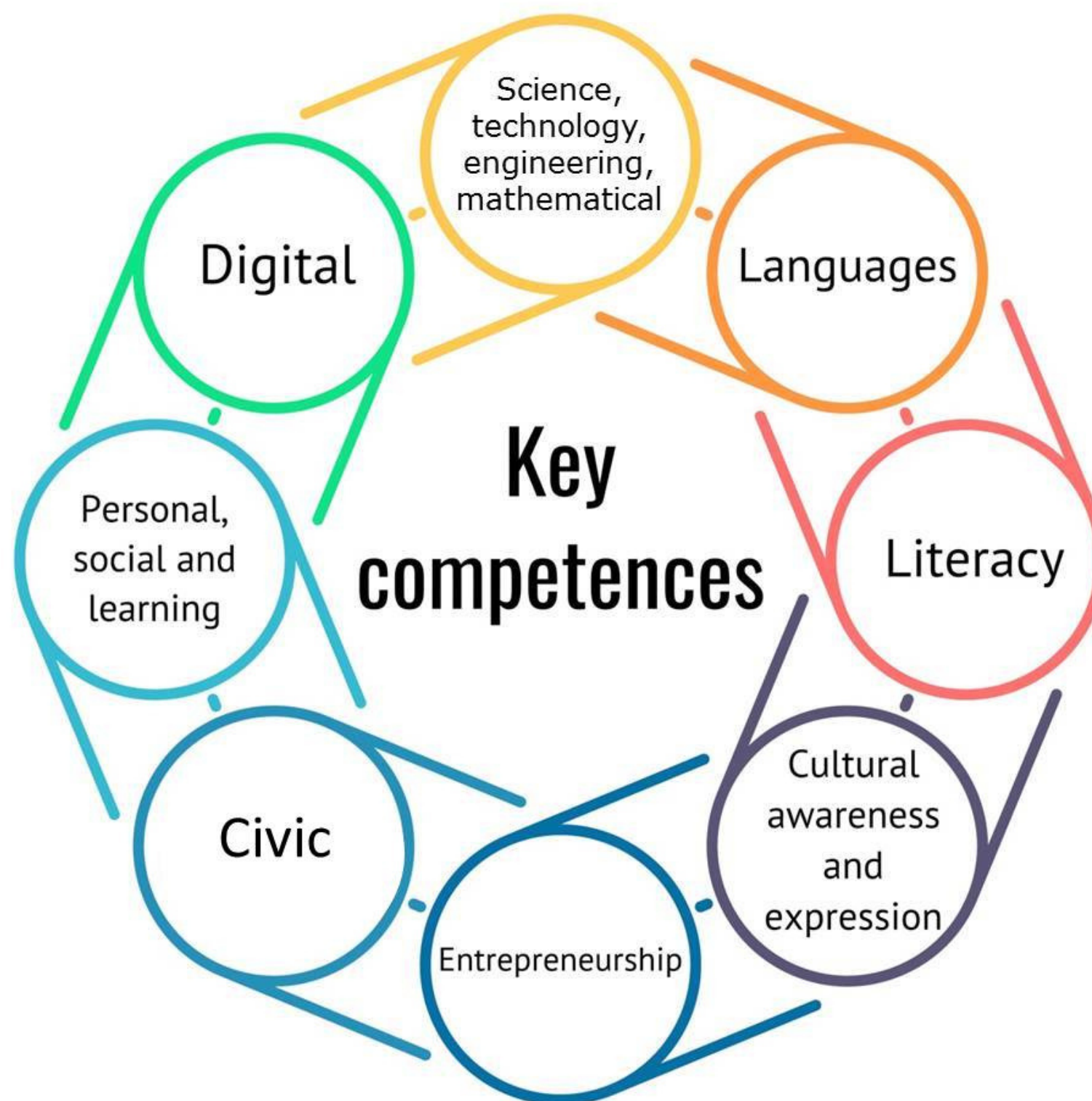
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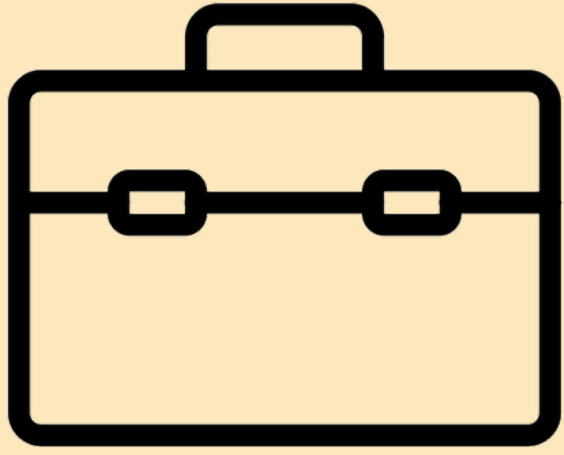
7. Youthpass and Key Competences

Youthpass is the recognition instrument developed for the projects realised in the European youth programmes. Through the Youthpass certificate, participation in such projects can be recognised as an educational experience and a period of non-formal and informal learning. Youthpass foresees a process applied throughout the project life-cycle to support the learning of participants. It also serves as a strategy that improves the recognition of non-formal learning in Europe.

The way youthpass assesses the learning acquired through non-formal education is based on Key Competences.

7.1. Key Competences





TOOLKIT

8. Financial Aspects

The budget for the On arrival training should cover:

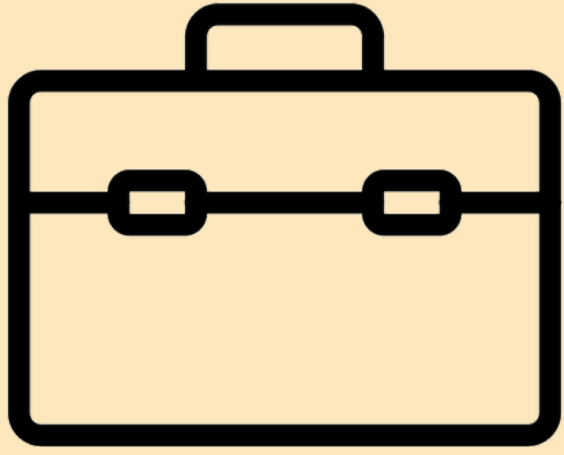
- Food for the participants and training team
- Materials for the training
- Local transportation for volunteers (if needed)
- Accommodation for the volunteers (if needed)
- Cultural visit (if planned)
- Trainers fee



9. Responsibility of the trainers

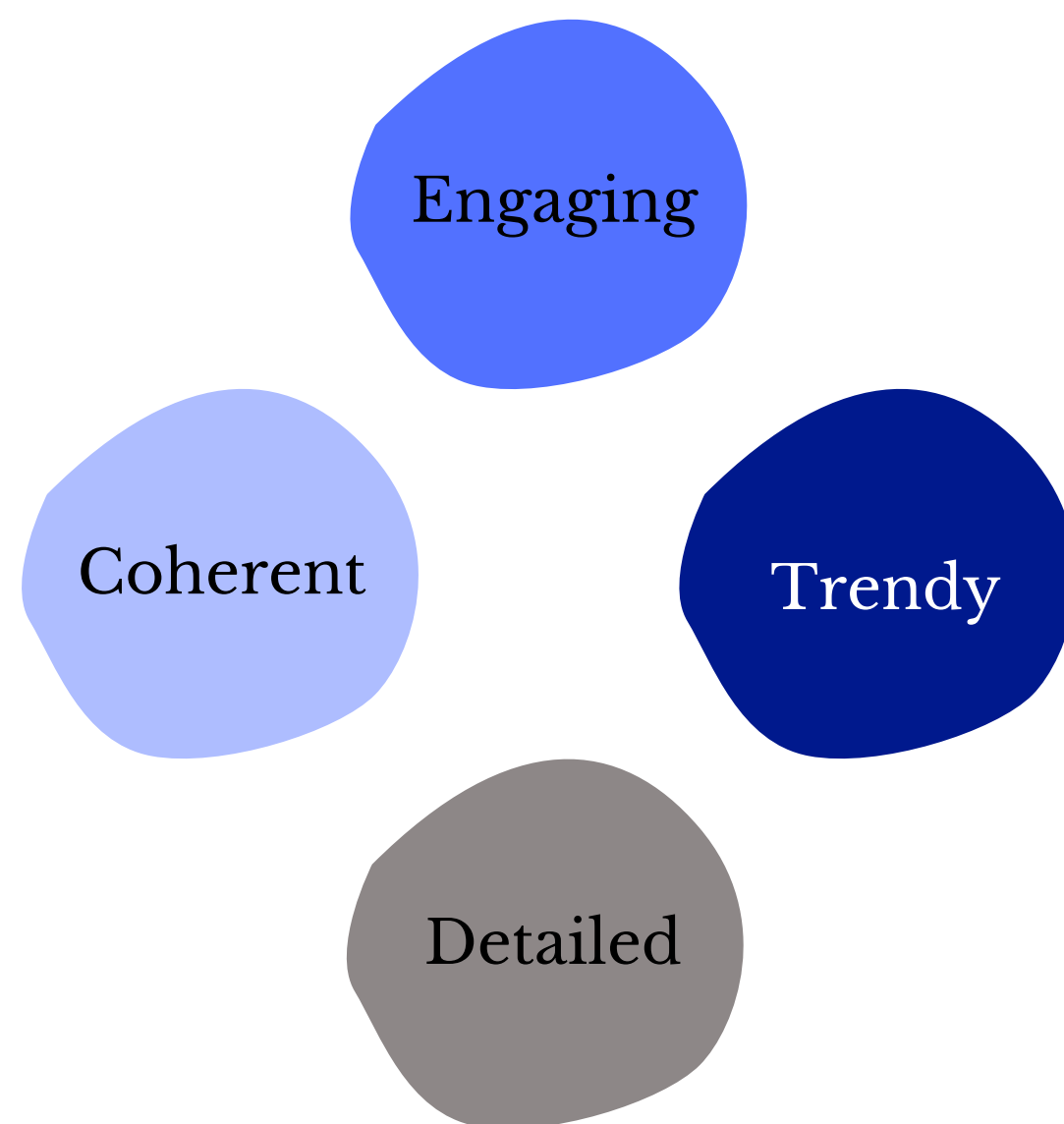
- ✓ The preparation of the content of the training
- ✓ Implementation of the training
- ✓ Preparation of the final report that includes all the session descriptions, results and photos
- ✓ The report from the training should be submitted to the project coordinator max. one month after the training





TOOLKIT

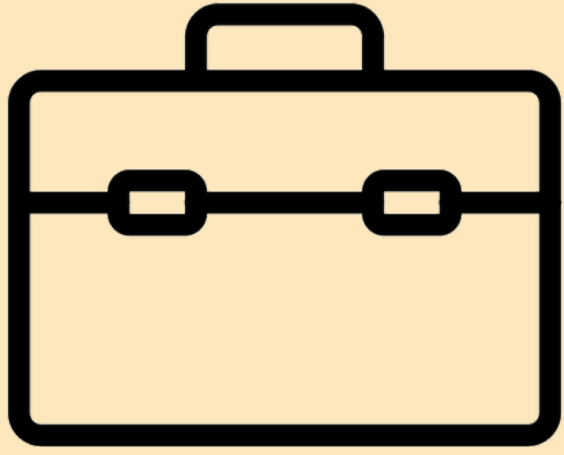
Presentation and Style



Good practices

- Create an easy to follow the way of presentation
- Do not create long pages
- Aim to use dense and clear texts
- Implement relevant content (article, video, TED talk et.)
- Try to actively involve the volunteers
- Use non-formal and informal activities





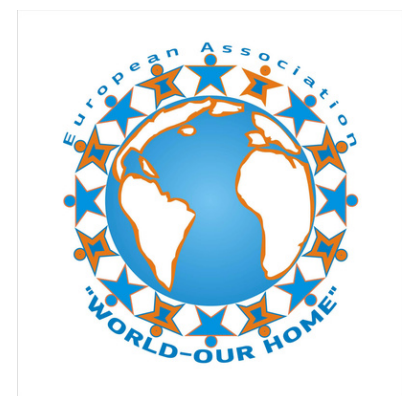
TOOLKIT

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ICYE International Cultural
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