

# EVS

## Galaxy

As you can see from the picture bellow, there is ensured clear systematic support of EVS volunteers from various EVS actors (SO, RO, M, CO, NAs, SALTOs, EACEA, EC...) during all phases of the EVS project. This support is useful for EVS volunteers for the successful realisation of EVS and is helpful especially in the case of misunderstandings and conflict situations. Diagram also presents a sequence of solving possible problems by various EVS actors.

In the preparation phase, it is usually the sending organisation (SO), which is often in direct personal contact with EVS volunteer (clarification of motivation of volunteer for EVS, his/her expectations, helping with contacting foreign receiving organisations, choosing right EVS project...). Later, before departure to EVS project, the sending organisation helps to EVS volunteer with preparation (sharing content of EVS projects/ ensuring pre-departure training, preparing for living in other culture...) and with ensuring practicalities (insurance, visa if needed...).

During the EVS activity, the EVS volunteer is supported mainly by the receiving organisation (RO) and mentor (M). Receiving organisation ensures support for EVS volunteers mainly in following areas: support for involvement of EVS volunteer to prepared activities/work, support with leading of educational process of EVS volunteers, support with integration in the local community and in hosting culture (together with mentor), ensuring practicalities like language support, suitable accommodation and boarding... Mentor supports EVS volunteers mainly in personal and social life, with adaptation process in hosting country, his/her integration in local community, helps to reflect learning process, including intercultural aspects of EVS experience and gives support to EVS volunteer in case of conflict/crisis situations. There are usually several people around EVS volunteers, who give him/her concrete support. Usually, mentor and EVS coordinator (task related support, supervisor...person who is responsible for planning tasks/flow of EVS projects) of receiving organisation are very important and the closest in relation to EVS volunteer. At the same, those can help usually effectively by solving problems, misunderstandings or possible conflict situations of EVS volunteer while being in hosting country. Open clear communication, often sharing of impressions, feelings of EVS volunteer and building of trust between EVS volunteer, mentor and staff of receiving organisation help significantly like prevention of conflicts.

In some EVS projects, there is involved separately coordinating organisation. In those cases, the coordinating organisation supports methodologically whole EVS process in receiving organisation(s), including giving support to EVS volunteers. Division of tasks, leading of EVS project, support and ensuring practicalities is a common agreement between coordinating and receiving organisation(s) in this case. For better understanding, it is highly recommended to share division of tasks between coordinating organisation and receiving organisation with EVS volunteers before coming to EVS volunteer to the receiving organisation (or just after the arrival of EVS volunteer to the receiving organisation). This can also help in the prevention of possible misunderstandings and problems in EVS projects.

Besides close contact with mentor and receiving organisation, the EVS volunteer as well receiving organisation should be in regular contact with sending organisation during the realisation of EVS in hosting country. The sending organisation is playing important role in case of solving serious problems/ conflict situations and can influence the decision-making process in case the EVS volunteer, mentor and receiving organisation are not able to find enough suitable solving of problems/ conflicts between themselves.

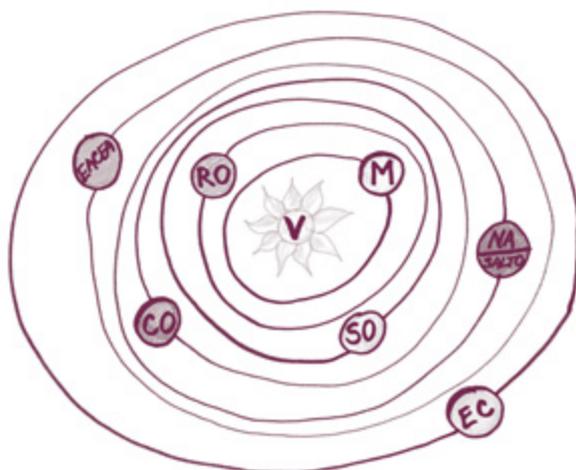
In case of very serious problems, when the EVS volunteer, mentor, receiving, coordinating (if it is involved in the project) and sending organisations are not able to find common suitable solution or give necessary support to EVS volunteer, it is possible to contact national and European authorities – National Agency (NA of hosting coun-

try, eventually sending country), SALTO centres, EACEA (Education, Audiovisual and Culture Executive Agency), eventually EC (European Commission). Those can help by analysing the case, giving feedback and official recommendations for solving the situation.

After returning of EVS volunteers home, the role of sending organisation is again very important. It is up to the sending organisation to evaluate the EVS project with ex-volunteer, to give him/ her support with re-integration process and to motivate him/her to further steps, how to use gained EVS experience. Apart from possibility to attend annual evaluation EVS event (organised by sending NAs or SALTO centres) it is usually both-site useful (for EVS volunteer as well for sending organisation) if the sending organisation offers involvement to its various activities, eventually, supports EVS volunteer in his/her own follow-up activity.

Having in mind this systematically approach, the EVS is a unique safe opportunity, how to support volunteering in a foreign country, with the strong educational both-sites process (for EVS volunteers as well for receiving organisations and local community), including intercultural learning and with enough safe project environment.

### Explanatory text (shortcuts used in the text and in diagram)



- SO – sending organisation
- RO – receiving organisation
- CO – coordinating organisation
- M – mentor
- SO-NA – National Agency in sending country
- RO- NA – National Agency in receiving country
- SALTO RC – Support, Advanced Learning and Training Opportunities for Youth Resource Centres
- EACEA – Education, Audiovisual and Culture Executive Agency
- EC – European Commission

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### Resources

*Erasmus + Programme Guide, European Commission-DG EAC, 2017.*

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

*Hopscotch to Quality in EVS 2.0 (A practical Handbook for enhancing quality in European Voluntary Service) – <https://www.salto-youth.net/rc/see/resources/hopscotch/hopscotch2.0/>*

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