

weltwärts partner-conference 04. – 08. December 2014 Kigali, Rwanda



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Table of abbreviations

BMZ:	Bundesministerium für wirtschaftliche Zusammenarbeit und Entwicklung - Federal Ministry for Economic Cooperation and Development
CCP:	Country Contact Person
HO:	Hosting Organization (if not specified = Hosting Organization in the South)
MG:	Medium group size
SG:	Small group size
SO:	Sending Organization (if not specified = Sending Organization in the North)
PSA:	Programmsteuerungsausschuss - Program steering committee (of weltwärts)

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Photos and documentation: Anne Herrig

Introduction

Within the course of the weltwärts voluntary service program and promoted by the Federal Ministry for Economic Cooperation and Development, six partner conferences with the responsible institutions of each partner were held in the year 2014. One of these conferences took place in Kigali, Rwanda from 03-08 Dec 2014. This is documented by the brochure on hand.

The conference had been organized by SoFiA - Soziale Friedensdienste im Ausland e.V. [Social Peace Services Abroad] from the Diocese of Trier and the BDKJ [Federation of German Catholic Youth] of Bamberg. Marcel Schneider and Johannes Dümler of "volute e.V." helped in planning, organizing and moderating the conference. All of the three organizations have wide and long-term experience in the field of international voluntary services. SoFiA e.V. and the BDKJ Bamberg actively contribute to the work of the *Katholische Bundesarbeitsgemeinschaft Freiwilligendienste* [Catholic National Association for Voluntary Services] and the quality association *fid-Netzwerk international QM*; the RAL certificate *Internationaler Freiwilligendienst Outgoing* [International voluntary service Outgoing] acknowledges the quality of their work.

Some sixty persons who actually contribute to the work of the international voluntary services promoted by weltwärts participated in the partner conference in Rwanda. The majority of these persons live in Kenya, Rwanda, Tanzania and Uganda and they work in different fields of activity and institutions. Both the managing staff as also the persons employed in the assignment facilities had been represented. Female and male mentors and coordinators provided important insights into the regional and national level of work. The varied and heterogeneous composition of the group of participants was also reflected in the denominational and religious affiliation, in gender-related aspects and in the age of the participants. The more than forty responsible institutions from Kenya, Rwanda, Tanzania and Uganda attending the conference cooperate with more than twenty organizations from Germany which for their part belong to different quality associations. In some limited cases - seen from Eastern Africa - volunteers are not only admitted but also sent out.

Finally, few persons from the group of German sending organizations also attended the conference. The program steering committee of weltwärts was represented by Frau Sylvia Heinrichs (coordination office weltwärts) and Frau Dr. Gisela Kurth (Arbeitskreis Helfen und Lernen in Übersee e.V. [Working group Assistance and Learning Overseas/registered association]). Thus the group of participants of the partner conference in Rwanda depicted a wide range in many respects.

The main focus on partners from abroad in the group of participants complied with the provisions of the funding organization and had resulted from the desirable objective to get more familiar with their perspective and to incorporate it in the further development of the weltwärts program. However, given this focus, the German sending organizations became or will become less important although they are a central player in the field of performing voluntary services promoted by "weltwärts. They act as the interface between foreign partners and the program and bear the responsibility in many respects. This does not only affect the financial and administrative field of activity, the management of public resources and other legal questions but also implies ensuring a qualitative pedagogical preparation and follow up of its contents and supporting the volunteers. And all of this regardless of whether sending or hosting of volunteers within the course of the weltwärts program is concerned here. The German organizations are primarily responsible vis-à-vis weltwärts.

However, at program level this fact is only partially met by the current conception and alignment of the partner conferences. It would be desirable to leave German sending organizations more room in this format - as has been recommended also by some of the participants of the group. As a result, the conferences might become a platform and a place and instrument of exchange and dialogue between foreign and German organizations and might meet the objective of the conferences even more than has hitherto been the case, namely, to further develop the program in a positive way.

The great importance of a participation of representatives of the program steering committee, of the coordination office weltwärts, of the Federal Ministry for Economic Cooperation and Development or of other official agencies has been confirmed and underlined once again by the conference of partners in Rwanda. The participation of persons of this group had been an important sign of appreciation vis-à-vis the participants and the event. It also showed that there is a serious interest in concrete experiences and wishes on these levels as well as in the foreign partners' principal perspective concerning international voluntary services. On the other hand this had been a great asset to the other participants, to the development of the conference and to the results documented here.

Without the high level of commitment of many persons, the organization and holding of the partner conference in Rwanda would neither have been conceivable nor feasible. We owe our thanks particularly to Anne Herrig, Christiane Reiß, Eva Ohlig, Innocent Sahinkuye, Jean-Pierre Hitababaye, Johannes Dümler, Marcel Schneider, Paulin Kadahizi as well as to Raymond Gakaire. In her or his own way, all of them have contributed to the success of the Conference. Special thanks go to the employees of the coordination office weltwärts who have assisted and supported the organization and conception of the conference in a very prudent, conducive and complaisant way.

However, a conference not only succeeds due to its setting, its organization or its conception but also thanks to the people participating in it. At this point we would like to thank all of them very much indeed - for their openness and willingness to commit themselves and to allow others share their experiences!

Trier, May 2015



Martin Jung (SoFiA e.V.)

Welcome address by the weltwärts program steering committee

Dear members of partner organisations and attending sending organisations,

We are thrilled to once again be able to hold partner conferences across different continents this year, and in doing so to be able to better involve local partners in the further development of the weltwärts program. Following on from the productive 2012 conferences, the program steering committee decided to establish this instrument for partner dialogue, partner networking and partner involvement as a permanent instrument in the weltwärts program. We thank you for making the journey to participate in one of the 2014 partner conferences and look forward to hearing your experiences of weltwärts and your expectations of the program.

A lot has happened since the last partner conferences; the ideas and wishes that you formulated back then were important prompts: The South-North Component was introduced; a new cross-program quality management system was drafted; country contact persons were deployed in eleven countries to deal with questions about visas and security; procedures were developed to improve partner participation. Since 2013, the weltwärts program has been under a process of further development by the newly created program steering committee. This committee includes representatives from sending organisations, the Federal Ministry for Economic Cooperation and Development (BMZ), Engagement Global – Service for Development Initiatives and former volunteers. Members of the program steering committee will be taking part in all partner conferences to inform you about the latest developments in the weltwärts program, to answer your questions and, above all, to report back to the program steering committee with your comments and suggestions regarding the weltwärts program.

One suggestion was common to all partner conferences in 2012 – the suggestion for a stronger integration of partners in the further development of the weltwärts program. As a result, the 2014 partner conferences in Argentina, Bolivia, Costa Rica, India, Rwanda and South Africa will all have a key focus on the topic of partner involvement. Use the conference to discuss the topics that you come across in your day-to-day work with others. Discuss the new developments in the weltwärts program and give us your feedback on these. Create networks with other partner organisations in order to initiate new joint projects and to help to shape the future direction of the program. Your inputs form the basis for our continued work together.

We would like to thank the partner organisations and sending organisations who have organised the conferences for their dedication and commitment which has made the conferences possible. We wish everyone participating a successful conference full of enlightening discussions and productive workshops. We hope that you are able to take lots of ideas for your work in your organisations home with you and to give us suggestions for our continued work in the program steering committee.

Kind regards,

The members of the weltwärts program steering committee

Facts and figures

Place	Kigali, Rwanda
Organizers	SoFiA – Soziale Friedensdienste im Ausland e.V. [Social Peace Services Abroad], Trier BDKJ – Bund der Deutschen Katholischen Jugend [Federation of German Catholic Youth], Bamberg
Partner-organisations involved in the organization of the conference	The Catholic Diocese of Rulenge-Ngara, Tanzania (BDKJ Bamberg); Ecole Technique Paroissiale de Nyarurema, Rwanda (SoFiA e.V.); Groupe Scolaire Nyange I St. Peter, Ruhengeri, Rwanda (SoFiA e.V.)
Date	04.-08.12.2014
Number of participants	60 (including the organizers)
Number of participants from following countries	Kenia (7), Rwanda (10 including the organizers), Tanzania (16), Uganda (14), Germany (13 including the organizers)
Relation men/ women	38 men/ 22 women (including the organizers)
Languages of the conference	English, french
Thematic focuses	<ul style="list-style-type: none"> - Understanding and goals of international volunteer services; - Information and innovations concerning the weltwärts program; - Exchange of partners with regard to the accompaniment of volunteers and structures (selection-preparation-accompaniment); - Collaboration with sending organisations; - Quality management; - Values, culture and prejudices; - Sustainability of volunteer-projects; - Security & safety; - Challenges for guest families; - Roles & responsibilities; - Networking; - South-North-volunteers

Results on the issues submitted by the program steering committee

I. Feedback of the participants on the following issues of information:

1. Innovations from the weltwärts program

Representatives of the program steering committee presented innovations and the structure of the weltwärts program one morning during the meeting. After that, the participants worked out the following feedbacks in country-specific small groups, which are partly to be conceived as requests resp. improvement suggestions.

Feedback of participants from Uganda

We need:

- Local network to co-ordinate the weltwärts partners in Uganda.
- Clarity on the local (in Germany or at the beginning in host-country) preparation of the volunteer: being placed.
- Feedback to the HO's (evaluation outcomes).
- Involvement of HO's in the evaluation of weltwärts .
- Returning volunteers to form an association (a platform to help other volunteers, sharing experiences, etc.).
- Strengthening partnership with the government (Uganda).

Feedback of participants from Kenya

- Need: Meeting of the HO's and the CCP □ Who will fund these meetings?
- Strengthening the office of the CCP.
- Visa issues/ concerns (governmental intervention).
- Program development (trainings, seminars, etc. for the volunteers); Wish to create a network to work out a program for the volunteers □ So that the program for the volunteers is uniform in the entire country. Furthermore this would strengthen the contact between the volunteers of one country (at this meetings, they get to know each other).
- The diagram (presented by Gisela Kurth) for the SO is very well structured, but the voice of the HO is missing. There's a need to develop a feedback structure (feedback from the HO's to the SO's, meetings should be ones a year).
- Security: The HO's wish to have more contact and information from the SO's about security guidelines, to know how the HO can create a more safety environment for the volunteer. What are the guidelines in case of security emergencies (from the embassy); What can/ should the HO do if a volunteer is in danger?

Feedback of participants from Tanzania 1:

- Ministry levels (both: sending and receiving countries) have to communicate about the program.
 - Networking between project partners within one country (regularly) Timeframe from now on!
 - Sharing results of the survey and perspectives of the volunteers for improvement (it's important that also persons who are not here get the report of this conference, to know what happened and discussed here).
 - Results of the conference should be shared with all the HO and SO.
 - Establish a platform for the discussion of international matters.
 - Suggestions:
 - o CCP should be well known and well informed about the visa process and should be reachable for the HO's (the CCP should be aware of what he/she should do).
 - o Increase the financial support to HO's in order to cover the costs for the volunteers.
 - Concerns:
 - o Preparation of volunteers by the SO's should be more toughly (should be improved; they should be better prepared psychologically) Every HO/mentor in the hosting country should have the chance to go one time to Germany to get to know the circumstances and culture (to understand more easily the volunteers and their problems).
 - o Every HO should have the chance to send one volunteer to Germany.
 - HO's should be empowered to conduct preparations to HO's. HO's are searching host families, a meeting with all host families is wished, where questions/ topics can be discussed. Note: Host families should be included in the process of weltwärts! If not, they will fall/ drop out!
- ➔ A comment from Kenya: "We have already seminars to prepare the host families".

Feedback of participants from Rwanda

- Suggestions:
 - o South-North program: There should be a direct cooperation/ communication between SO's (South) and weltwärts (the partners in Germany should be skipped). Background: For small organizations in Rwanda it is difficult to send people to Germany (while not knowing an HO (North) Why isn't it possible to have a direct contact to weltwärts to find HO's (North) in Germany?
 - o There's the wish to create a network of all HO's in Rwanda.
 - o The CCP for weltwärts should also support the South-North activities (Note: It's not possible to have only one person for all organizations to do the entire work! It's too much work for one person!).
 - o Wherever possible SO's (North) should send qualified professionals.
 - o weltwärts should respect recommendations from partner organizations.

- weltwärts should also consider support (finance and equipment e.g. computer, needed for the volunteers work □ to help volunteers to be successful at work).
- Concerns:
 - Behavior of the volunteers (their preparation, HO's preparation, expectations; they should follow some guidelines □ They should very well prepared when they arrive!).
 - Benefits for HO's .

2. Dialogue with partners in the weltwärts collaborative team

In an Open-Space-Workshop, people worked on the issue "Improving the collaboration between SO and HO".

Issues might be deduced from this work which may be processed/clarified in direct contacts and dialogues between the partners. However, the objectives are representative for the 4 participants of this workshop only.

- Need: early communication of prospective volunteers to have time to be able to be involved in the selection.
- Getting to know the time frame of the SO.
- SO's and HO's agree on what content and when it should disseminated to the volunteers in preparation in Germany and orientation in HO's.
- Clearly define the roles of different stakeholders (division of tasks and responsibilities) and this needs to be communicated to the volunteers.
- Working out a communication chain between different stakeholders for:
 - Usual communication
 - Conflict situations
 - Emergency situations

This must be communicated with the volunteers!

3. The South-North-component

The following results were documented in an Open-Space Workshop on the issue "South-North (direct cooperation between HO and weltwärts)":

What's the need?

- 1) Placements in Germany for small organizations in the South.
- 2) To find volunteers who are interested in Germany.

Suggestions:

List up organizations that offer a number of places.

Annotation: The partners articulated the wish to have at least one place for each partner organization and that also smaller organizations from the south should be able to find a partner in the north.

Suggestion of one working group: List up organizations, who would be able to receive one or more volunteers.

Need: Officials should clarify the obstacles with regard to visa

An other open-space-workshop dealt with „Preparation of South-North volunteers“. After identifying the challenges, following suggestions were articulated:

Recommendations:

- 1) HO's should share knowledge/ material with the South.
- 2) Cooperation on governmental level.
- 3) Access of the available information via weltwärts-website/ internet by the HO (North).
- 4) Involve the weltwärts-volunteers in preparing the volunteers of the South.
- 5) Host families/ organizations should support the volunteers in Germany.

4. Development of a program-wide quality system

The participants requested to be involved in evaluation processes and above all they requested the passing on of evaluation results (in this connection also see the corresponding item II.2 Voting for the importance of this suggestion (35 in favor, 0 against)).

The issue Quality Management was discussed in an Open-Space Workshop where the existing practice in Germany was presented.

A recommendation resulting from the Workshop refers to the training and Workshop offers:

Recommendation:

Offer HO's the possibility (if there is a need) to deepen the topic of Quality Management (QM) and offer training and promote exchange about it. Involve them in the process of working with it and improving the quality of the volunteer programs.

Beside of this, the results of workshop E4 „Improve volunteer management“ (see the documentation) can be consulted to accentuate the perspective of HO's regarding subjects related to quality:

1. Good preparation before departure.
2. The arrival seminar: orientation seminar, done by local people (with the following content):
 - o Expectations, motivations
 - o Rights and responsibilities
 - o Cultural values
 - o Relationships (sexual, love, orientations)
 - o Families, communities, work place
 - o Safety and security (crises)
 - o Health/ HIV and hygiene
 - o Leisure/ holidays
 - o Language course
3. Regular contact especially the first two and three months.
4. Supervisor in their projects.
5. External mentor.
6. Train the external mentor, the host family and the host project.
7. Regulations.
8. Structured tasks for the volunteer, the more meaningful tasks they have, the less issues.
9. Mid-time and final evaluation.
10. Good governance by the HO.

5. Country Contact Person (Landesansprechperson, LAP)

The concept of the LAP was presented and discussed in an Open Space Workshop with the following suggestions:

- If the CCP would be local (not a German), the risk of 'super mentor' would be much lower and communication with local authorities much easier. Communication with German embassies still could be professional and fulfill the needs of the embassy.
- The CCP should be in direct communication with HO as they are the ones who have to deal with the visa procedure.
- The CCP should have an office. It should be clear where to reach this person.
- The CCP for weltwärts should also support the South-North activities (Note: It's not possible to have only one person for all organizations to do the entire work! It's too much work for one person!
- CCP should be well known and well informed about the visa process and should be reachable for the HO's (the CCP should be aware of what he/she should do)
- Strengthening the office of the CCP
- Need: Meeting of the HO's and the CCP □ Who will fund these meetings?

The workshop mainly deals with the visa aspect of the CCP, less with security/ safety/ emergency issues. However it is mentioned that any centralized communication structure on safety issues is unrealistic.

Quotation in this context:

Kenya is interested in an office for the CCP, because contacting the CCP by telephone is very difficult to get all the support they need. There is a need to have somebody who understands the HO's in Kenya and their problems – they need a person who has much more power. A reaction/ an advice to this demand is to grow up networks! So the HO's (South) will get a voice! And they can implement an office and a political representation of their needs.

“we should be aware of the fact that the CCP doesn't have an office and that it's not a full time job”

II. Results on the cross-cutting issues

1. Which expectations do the partners have towards the program of volunteers?

No concrete results were recorded in this connection.

However, the following aspects have been perceived: the parties involved expect a good collaboration and cooperation with the projects in the global North, possibilities for sending out south-north volunteers, for strengthening their own projects as well as for networking and for collegial counseling.

2. Which topics of the Conference are important for the further development of the program and are given to the program steering committee as a feedback?

A vote was taken on the requests resp. suggestions for improvement (see I.1. in this connection) recorded in the feedback to the presentation "Innovations in the weltwärts program" in order to illustrate emphases (the first figure shows the participants who are interested in this issue. The second figure show those who were not interested in this issue):

- Feedback structure (meeting once a year).	34– 0
- Security issues.	0– 0
- Mentors of HO's should be send to Germany for better understanding and accompaniment of volunteers.	18– 3
- Program development (trainings, seminars, orientation).	18– 0
- Financial support for volunteers.	14– 4
- Visa issues/ concerning governmental intervention.	33– 0
- Establish platform for discussion on international matters.	22– 0
- Qualified volunteers for service in the global south (if possible).	13– 7
- Involvement of HO's in the evaluation.	35– 0
- Financial support for material and equipment needed in the working places of volunteers.	26– 3
- Better communication between the governments (sending and receiving countries) about the program (strengthening the partnership within the governments.	34– 0
- Weltwärts should respect recommendations (not any point) from partners of global South.	33– 0
- Chance for every organization in the South to send at least one volunteer to Germany.	25– 0

Furthermore, three Follow-Up groups regarding the Open Space Workshops were founded:

- sending volunteers with disability
- governmental partnership
- network

The agreements of these groups can be found at the end of the documentation.

A targeted promotion of these Follow-up groups should be taken into consideration. During the Conference 2012 in Tanzania, similar plans had been made already but to the disappointment of the participants had almost not been realized. Financial and human resources linked to this should be made available if the program steering committee intends to incorporate these Follow-up groups in the sense of a further development by at the same time involving the perspectives of the partners.

III. Other feedback to the program steering committee

Participants' suggestions:

Comparable conferences should be held on a regular basis. A higher level of participation on the part of German sending organizations should be facilitated and promoted.

Thursday, 04.12.2014

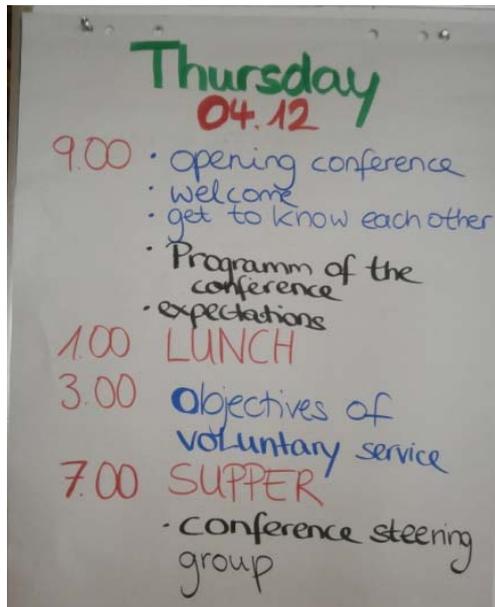


Figure 1: Plan for Thursday, 04.12.14

9:00 – 10:50 o'clock (*plenum*):

This partner-conference is mainly organized by SoFiA e.V. (Soziale Friedensdienste im Ausland – social peace services abroad) and realized by the freelancer Johannes Dümler (leader of this conference), Marcel Schneider (facilitator), Jean-Pierre Hitababaye (facilitator), Raymond Gakaire (facilitator) and Paulin Kadahizi (translator English-French).

All mentioned persons are working on behalf of SoFiA e.V. Furthermore this conference is supported by BDKJ Bamberg.

The representatives and facilitators of weltwärts are Gisela Kurth and Silvia Heinrichs.

The conference starts with the welcome on behalf of SoFiA e.V., the announcement and introduction of the place and some practical information about the location St. Paul in Kigali. Moreover some opening and welcome words on behalf of weltwärts are given.

After presenting the program for today, the participants of the conference get to know each other by different methods (e.g. taking different positions in the conference room, speed-dating and an exchange of further personal information in small groups, referring to animals). This phase is very important for the program, as networking among the participants is one central aim of the conference.



Photo 1: Welcome on behalf of weltwärts (from left to right: Sylvia Heinrichs, Gisela Kurth and Jean-Pierre Hitababaye). Presentation of the program by Johannes Dümler.

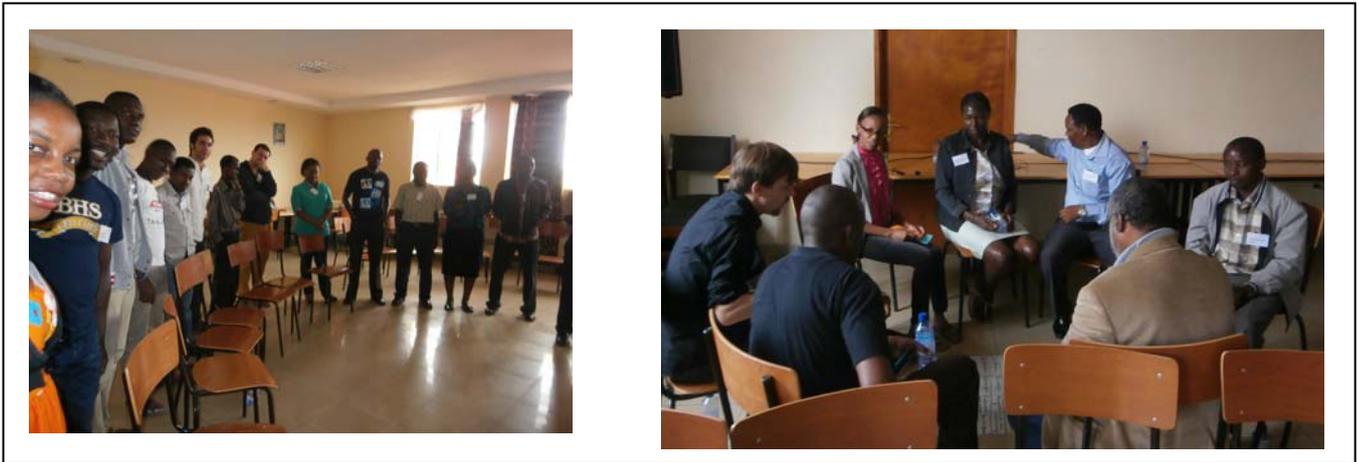


Photo 2: Getting to know each other by using different methods.

11:30 – 13:00 o'clock:

Some more information are given to the participants and frequently asked questions are answered. Furthermore the program for the entire conference is presented to the participants.

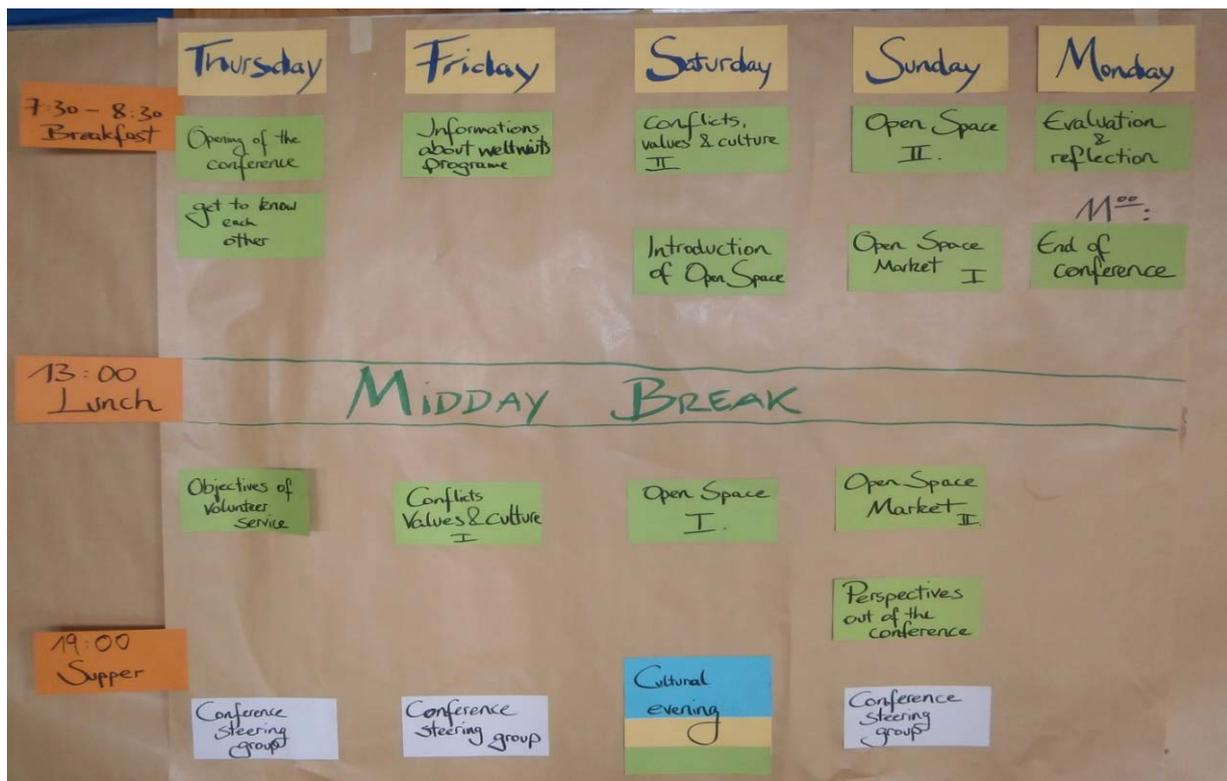


Figure 2: Entire program, planned for the weltwärts-conference.

With the following question the expectations of the participants are requested:

“What is important to me that should happen during the conference? So that I ‘ll be satisfied at the end?” (SG – 10 persons/ group)

13:00 – 15:00 o'clock: Lunch

15:00 – 19:00 o'clock (*plenum*):

Presentation of the results and checking if all listed expectations are regarded in the planned program of this conference. If not, topics for workshops for Open Space are created (→ number and name of the workshops [referring to their position, Figure 8]). Furthermore the conference steering group get the task to verify if a modification of the program for Friday is necessary.

Expectations:

- Information about the South-Noth program.
- More information about the program weltwärts; What the weltwärts program is all about?; Understanding the demand and impact of the program; Future plans of weltwärts.
- Sharing experiences, best practices and the evaluation of the former goals; Experience sharing (→ D1. Sharing experiences).
- Choosing and preparation of volunteers (both ways) (→ B1. Recommendation preparation).
- Roles of mentors (→ E2. Roles of mentors).
- Rules/ information of engagement of SO's and HO's of different stakeholders; Motivation stakeholders; Roles and responsibilities amongst the various stakeholders (weltwärts program); Understanding perspectives from stakeholders/ actors (→ D3. Roles and responsibilities of different stakeholders).
- Impact of having volunteers (→ F1. Impact of the volunteers to the HO/ community).
- Improvement on management of volunteers (→ E4. Improve volunteer management).
- Better governmental partnership (→ F3. Improve governmental partnerships).
- Sustainability of volunteer projects (→ D2. Sustainability of volunteer projects).
- Minimum requirements/ selection, preparation and orientation (→ A3. Selection of volunteers – both ways).
- Collaboration and exchange (SO and HO) (→ A2. Improving the collaboration between HO and SO; → C2. Collaboration and exchange).
- Challenges for host families (→ A4. Challenges of host families).
- Challenges form the southern volunteers in the north (Germany) (→ C1. Preparation of South -> North volunteers).
- Help, support with the practical work (mentoring, preparation, rules, emergency management, etc.) (→ B2. security and safety objectives).
- Understanding the cultures of the SO (→ C3. Values, culture and prejudices).



Photo 3: Working groups.



Photo 4: Presentation of the results.

The expectations and the objectives for the work with volunteers are requested by the following task:

“Create an advertisement about voluntary service in/ from your organization/ project”
 -> What do we offer (to a volunteer)? -> What are the circumstances? ->What are our objectives on a voluntary service? (First step: SG – 3-5 persons/ group; second step: MG – 15 persons/ group; third step: plenum).

During the first step participants with similar HO's, SO's and weltwärts are clustered. During the second step 3-5 groups are coming together, presenting their results and working out their most important objectives and expectations (not all groups come to the last point, so they present their results in the plenum as far as they worked it out). During the plenum these results are presented.

Results:

1) Three groups of HO's:

- I. The main objectives are:
 Intercultural learning (two way traffic), destruct/ demystify stereotypes, promote the culture of volunteerism, collective responsibility, leadership, long lasting partnership & friendship and to add value.

The main expectations are:

Personal development/ growth, respect the cultures back to back, to expect them to be global citizens at a thirtle of their time, fulfilling the objectives/ regulations, legal residents, hard work, stay healthy and have fun.

- II. The main objectives are:
 To promote intercultural exchange, experiences and mutual understanding, to explore opportunities between the North and the South and to promote cooperation.

The main requirements are:

The HO's should be flexible; Commitment from the volunteer for the intended period.

We offer the accommodation, the transportation (to and from the project), orientation given to the volunteers, medical care in cases of emergencies, psychological and emotional support (if the volunteers have problems) and free WiFi.

The main expectations (to the volunteers) are:

To support the on-going activities, to be open minded and flexible.

- III. We offer an interesting work, a nice place to live, the opportunity to learn about different types of life, the possibility to learn a local language (we offer teachers), people to guide and introduce the volunteers to local environments and habits.

We expect people between 18 and 28 years, who speak English (French), who enjoy to meet other people, who enjoy working/ travelling and who are open for new culture and life experiences.

We found out that the volunteers will gain most for themselves and the feeling that they are needed.

2) German SO's:

We offer a global learning, one year in a project in the global South, good pedagogic support before/ during and after the service, excellent projects and partners, language improvements and intercultural exchange.

We are looking for highly motivated people between 18 and 28 years (who do not think they can save the world in one year), open minded, ideally with a professional background (with a qualification) (depending to the project).

3) SPA (Gisela Kurth) – part of the civil society in weltwärts

We offer: You will learn a lot for future life and grow personally, you join a global volunteer community, you will make a unique experience in a different country and culture, you will have a good guidance by our partners, you will NOT change/ save the world! But you will learn a lot about global interdependencies.

Requirements: Social competence, willingness to listen, flexibility and willingness to adapt, one year commitment, openness to modest living conditions, 18 but with maturity of 25!

Urgent remark: We are still looking for volunteers who fulfil the requirements! What do we tell our partners if we don't find them?

4) weltwärts (Sylvia Heinrichs) – part of the German state in weltwärts

We offer: A learning experience for volunteers' → financial support = access for many young people; Financial support for accompanying measures → strengthening partnerships; Access to topics of global learning.

The circumstances are: A wide choice of experienced organizations and a clear framework.

The objectives are: Global learning experience, strengthening partnerships, long term involvement and more understanding of global issues in society, supporting work of organizations through volunteering.

20:30 o'clock: Supper

Friday, 05.12.2014

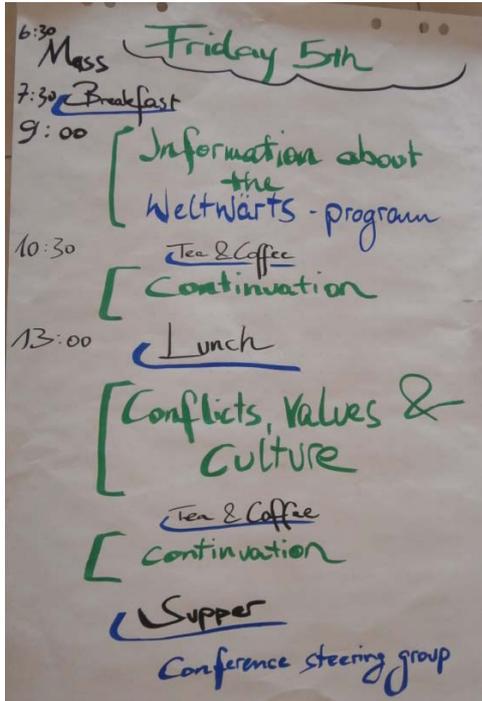


Figure 3: Plan for Friday, 05.12.14

9:00 – 13:00 o'clock (*plenum*):

Basic information about the weltwärts program is given by Sylvia Heinrichs (a short conclusion is given below; for the entire presentation: see ppp1: Basic information about the weltwärts program; and information sheet 1. Guideline for the development volunteers service weltwärts and 2. Quality standards for the weltwärts scheme).

News: Since 2012 weltwärts is a joint operation; the state (here represented by Silvia Heinrichs) and the civil society (here represented by Gisela Kurth) are now working together.

The reasons for the reorganization in 2012 are:

- To strengthen global learning
- To bring the ministries together: up to this time three ministries were supporting financially international volunteer services (the Ministry for Foreign Affairs, the Federal Ministry for Family, Elderly, Women and Youth and the Federal Ministry for Economic Cooperation and Development → voluntary work is very popular in Germany) → the different stakeholders should work closer together
- To receive more quality in this working field
- To bring more funding to voluntary services
- To give more responsibility to civil society and
- To outreach more target groups

The aims of weltwärts are an educational service, introducing global issues (the volunteers should better understand the ongoing in the world, to reduce prejudices, to speak at home about global problems), increasing skills (like language and personality), increasing engagement – to strengthening the partnerships → To change sustainable people's way of

thinking → This is good for the future of our society; If the volunteers are coming back to Germany and have a work, they will influence with their experiences the German policy.

The different funding guidelines are explained (75% come from BMZ funds; Note: the organization must be recognized by the BMZ): Assignments, returning measures and the program accompanying measures. The weltwärts program has to adjust to the two-way-exchange (the weltwärts program is not yet used to it, but there will be a fund for this).

Some numbers:

180 German organizations are actively involved in the weltwärts program, only 36 in between the South-North component. There is a high variety in between the organizations (e.g. religion, sending country, work, etc.). In 2014 the number of volunteers reached 3500 and in total the 20.000th volunteer was send. In general 1/3 of all German volunteers (which are gone with organizations) went with the weltwärts program (ca. 3000 volunteers). weltwärts has a critical view to traveling/holiday agencies, who offer a voluntary work (commercially) just for some weeks.

South–North component: In 2013/2014 150 volunteers were counted. In 2014/2015 they will be 250. Hosting countries: 312 per year in India, 311 per year in South Africa, 150 per year in Germany (South-North), et c. (in Ruanda 34, in Kenya 69, in Tanzania 242 and in Uganda 43 per year).

The volunteer survey:

The first volunteer survey was made in 2014 – the results were available in June 2014. A survey for partners doesn't exist. Reasons for this are: language problems, cultural different understanding and cultural differences (e.g.: In some cultures it's not usual to say that something went wrong). So it's very difficult to work out a survey for every country. The participants of this conference are invited to give their feedback now during these days in Kigali. A participant asks if there was given a feedback to the SO's or HO's. The answer: Until now, no feedback was given to the SO's or HO's because the survey was anonymous. Before implementing the survey, there was a intense discussion/debate about the question who will get the results.

Question from a participant: "Are the SO's working with the feedback from the survey? Are they evaluating their work/program?" Christiane Reiss confirms this and names the quality management and offers to present the quality management which is used in the catholic area (see Open Space workshop → C4. Quality management).

Country Contact Person (CCP):

The task/ function of the CCP are for example to help/support the SO's with the visa/ security issues. It was an idea of the new joint organization (BMZ and civil society) and was implemented in 2014. Note: The CCP is not a super mentor (who solves the problems of the volunteers [the CCP speaks German]). That's why the volunteer will not get the number of the contact person. The CCP will just have contact with the SO. The evaluation of the implementation of the CCP's is necessary and will be done in 2015. Some feedback from participants who have first experiences with CCP's are asked to share their experience with the plenum. Some experiences of the participants: "It's very important that the CCP is a local person", "we should be aware of the fact that the CCP doesn't have an office and that it's not a full time job". In general the participants agree that a CCP is useful and necessary.

10:30 – 11:00 o'clock: break (coffee and tea)

How the stakeholders are working (Gisela Kurth):

Sending organizations (in Germany):

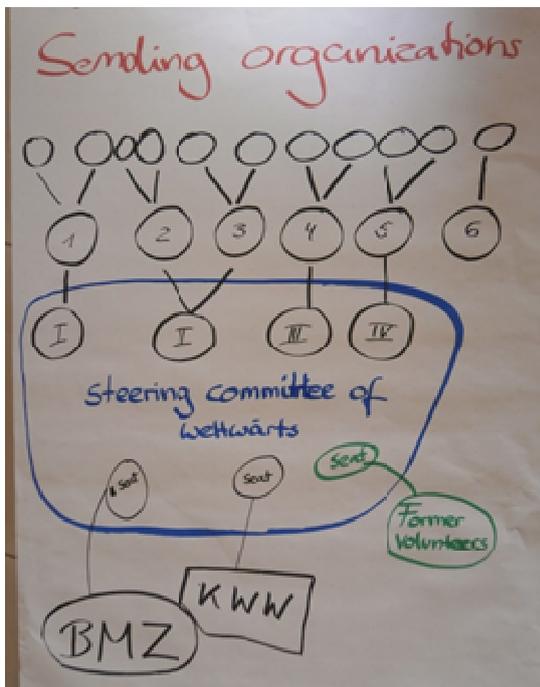


Figure 4: Structure of sending organizations (North).

Legend:

- I: Kath. EAG
- II: EQEB
- III: AGDF
- IV: Weltoffen
- V: ventao
- VI: Deutsches Rotes Kreuz (red cross – exception: they work on their own)

- I: Catholic union (Katholische Bundesarbeitsgemeinschaft Freiwilligendienste)
- II: Protestant union (Evangelischer Qualitätsverbund weltwärts von Evangelischen Freiwilligendiensten und Brot für die Welt)
- III: Weltoffen des Arbeitskreis Lernen und Helfen in Übersee
- IV: ventao (Verein entwicklungspolitischer Austauschorganisationen)
- BMZ: Bundesministerium für wirtschaftliche Zusammenarbeit und Entwicklung (Federal Ministry for Economic Cooperation and Development)
- KWW: Koordinierungsstelle weltwärts (coordinating unit weltwärts)

The circles of the first line represent the different SO's (for example BDKJ, Diocese of Münster, etc.). The circles of the second line represent organizations like AFS, Friends of Rwanda, Arbeit und Leben, Welthungerhilfe, etc. (note: They all have a control system which is called "quality circle" (already mentioned before). In the range of this quality circle problems are discussed together (e.g. how to deal and what to do in case of sexual problems/ rape. Results and agreements of this quality circle are treating and discussing in the different SO's). The third line of circles represents the political area and civil society. **The steering committee** of weltwärts takes place 3-5 times per year. Beside the professionals also **former volunteers** have seats in between this committee.

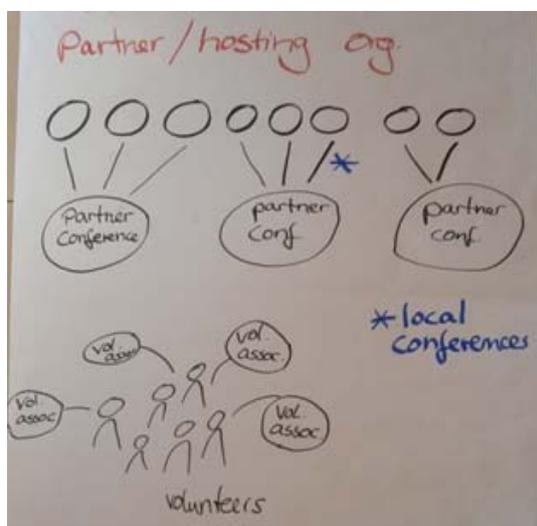


Figure 5: Structure of hosting organizations (South).

Partner/ hosting organizations (in the South):

The circles in the first line represent the different HO's. During partner conferences the different HO's are working and discussing together. In some countries there are also **local conferences** (which are organized by the partners/ HO's themselves). In terms of the former volunteers there are various volunteer

associations, where the former volunteers can engage themselves. If the volunteers come back to Germany, they can bring their experiences into the weltwärts program and the German policy (not during their year).

Regarding the structure of the HO's the main questions are:

- What are the common subjects, shared with every organization/ country and what are the different subjects (the ones just for one organization/ country)?
- How can we organize international discussion?

The South-North component – concept, history, task sharing and outlook (Sylvia Heinrichs) (entire presentation: see ppp2: The South-North component; and information sheet 3. Pilot project – South-North component)

Aims of the South-North component, the possibilities of participation and the tasks for the organizations (SO's and HO's) are explained. Furthermore the financial framework conditions, examples for the work, outlooks, current topics and the challenges are represented. Note: Now a SO can also be a HO (in this documentation a no more specified SO means a SO from the North; HO = HO from the South). More information about this project is available in the internet (they will be available in English and French on January 2015).

Preparation experiences (from two participants (at the conference the only ones who prepare locals to go to Germany) and one German organization) in the South within the South-North component are shared with all participants:

- 1) RUANDA (Dominique Umwimana): Since 2008 he's working with the program (from Rwanda to Germany). A major challenge during the preparation is the visa. They start in January to apply the visa and in August the volunteers will leave. Now three volunteers are in Germany, four volunteers will go there next year. They are working with "Zugvögel".
- 2) KENYA (Kerubo Nyaribo): Since 2009 she's working with German partners (outside the weltwärts program since 1994)! The preparation time starts now (December) up to August in the next year. There is one week seminar "final camp", for those who are going outside. What are the topics/ what is important for the preparation? → The volunteers should have a realistic image of Germany (-> They shouldn't think that gold lays on the road in Germany). So they should be realistic about the surroundings/ environment in Germany. Furthermore it's important to talk about their responsibilities and rights! They have to learn facts about the country (like weather, culture, etc.) and they get information about the medical care in Germany.
- 3) GERMANY (Marcel Schneider): Since 1999 SoFiA welcomes volunteers from the South (the first volunteer came from Uganda). Since 2008 there are 12 volunteers per year. SoFiA has a strong partnership with Latin America (Bolivia). The bolivian episcopal conference prepares each year the volunteers for the North (all volunteers, not only those who will go to Germany). SoFiA welcomes volunteers from many different countries. At the beginning of the voluntary year there is for all volunteers a seminar, which could also be done in the sending country (but in some countries until now there are no possibilities/ capacities to prepare the volunteers).

This presentation takes more time, than planned before. That's why the following question is worked out later and their results are presented in the plenum after lunch. As a result the entire program for the afternoon is shifted to a later time.

12:00 - 17:30 o'clock:

Topic: **“What suggestions do you have? What concerns do you like to express? What subjects do we have in common?”** (SG – each country one group (exception, due to the number of participants: Tanzania – 2 groups; presentation of the results in the plenum).

By the participants this question is concerned as a very important and central topic.

Needs, requirements and requests (correlated workshops in Open Space are signed with: →) are:

Uganda

- More information about the CCP (→ E1).
- Local network to co-ordinate the weltwärts partners in Uganda (→ A1, F2).
- Clarity on the local preparation of the volunteer: being placed (→ B1).
- Feedback to the HO's (evaluation outcomes) (→ weltwärts).
- Involvement of HO's in the evaluation of weltwärts (→ weltwärts).
- Returning volunteers to form an association (a platform to help other volunteers, sharing experiences, etc.) (→ E3).
- Strengthening partnership with the government (Uganda) (→ F3).

Kenya

- Need: Meeting of the HO's and the CCP → Who will fund these meetings? (→ weltwärts)
- Strengthening the office of the CCP (→ E1).
- Visa issues/ concerns (governmental intervention) (→ weltwärts).
- Program development (trainings, seminars, etc. for the volunteers); Wish to create a network to work out a program for the volunteers → So that the program for the volunteers is uniform in the entire country. Furthermore this would strengthen the contact between the volunteers of one country (at this meetings, they get to know each other) (→ A1, F2).
- The diagram (presented by Gisela Kurth; see Figure 4) for the SO is very well structured, but the voice of the HO is missing. There's a need to develop a feedback structure (feedback from the HO's to the SO's, meetings should be ones a year) (→ A2).
- Security: The HO's wish to have more contact and information from the SO's about security guidelines, to know how the HO can create a more safety environment for the volunteer. What are the guidelines in case of security emergencies (from the embassy); What can/ should the HO do if a volunteer is in danger? (→ B2)

Tanzania 1:

- Ministry levels (both: sending and receiving countries) have to communicate about the program (→ F3).
- Networking between project partners within one country (regularly) → Timeframe from now on! (→ A1, F2)
- Sharing results of the survey and perspectives of the volunteers for improvement (it's important that also persons who are not here get the report of this conference, to know what happened and discussed here) (→ E4).
- Results of the conference should be shared with all the HO and SO.
- Establish a platform for the discussion of international matters (→ A1, F2).

Tanzania 2:

- Suggestions:
 - o CCP should be well known and well informed about the visa process and should be reachable for the HO's (the CCP should be aware of what he/she should do) (→ E1).
 - o Increase the financial support to HO's in order to cover the costs for the volunteers (→ F5).
 - Concerns:
 - o Preparation of volunteers by the SO's should be more toughly (should be improved; they should be better prepared psychologically) → Every HO/mentor in the hosting country should have the chance to go one time to Germany to get to know the circumstances and culture (to understand more easily the volunteers and their problems) (→ B1).
 - o Every HO should have the chance to send one volunteer to Germany (→ D4).
 - HO's should be empowered to conduct preparations to HO's. HO's are searching host families, a meeting with all host families is wished, where questions/ topics can be discussed. Note: Host families should be included in the process of weltwärts! If not, they will fall/ drop out! (→ A4, → weltwärts).
- ➔ A comment from Kenya: "We have already seminars to prepare the host families".

Rwanda

- Suggestions:
 - o South-North program: There should be a direct cooperation/ communication between SO's (South) and weltwärts (the partners in Germany should be skipped). Background: For small organizations in Rwanda it is difficult to send people to Germany (while not knowing an HO (North) → Why isn't it possible to have a direct contact to weltwärts to find HO's (North) in Germany? (→ weltwärts, → C1, D4)
 - o There's the wish to create a network of all HO's in Rwanda (→ A1, F2).
 - o The CCP for weltwärts should also support the South-North activities (Note: It's not possible to have only one person for all organizations to do the entire work! It's too much work for one person!) (→ E1).
 - o Wherever possible SO's (North) should send qualified professionals (→ weltwärts, → A3, D4).
 - o Weltwärts should respect recommendations from partner organizations (→ A2).
 - o Weltwärts should also consider support (finance and equipment e.g. computer, needed for the volunteers work → to help volunteers to be successful at work) (→ F5, → weltwärts).
- Concerns:
 - o Behavior of the volunteers (their preparation, HO's preparation, expectations; they should follow some guidelines → They should be very well prepared when they arrive!) (→A3, B1, F1).
 - o Benefits for HO's (→ D1).

In the following some points of the adjacent discussion are mentioned (plenum):

- “During this conference we should use the time all together to see how to go forward.”
- Kenya is interested in an office for the CCP, because contacting the CCP by telephone is very difficult to get all the support they need. There is a need to have somebody who understands the HO’s in Kenya and their problems – they need a person who has much more power. A reaction/ an advice to this demand is to grow up networks! So the HO’s (South) will get a voice! And they can implement an office and a political representation of their needs.

The following answers are given by Sylvia Heinrichs (weltwärts) (if not, the speaker is declared) according to the mentioned needs, requirements and requests from the HO’s:

- She realizes that the current concept of weltwärts doesn’t reach/ doesn’t fulfill all of the needs from the HO’s (e.g. Kenya).
- The implementation of the CCP caused already before their local introduction a large debate in Germany – The feedback from the HO’s is very necessary for the evaluation!
- It would be possible to find HO’s in Germany for small organizations (who don’t have yet a partner organization in Germany).
- With the fund it is also possible to get money for the work/meetings with host families.
- There was the demand to increase money for the volunteers, but, if weltwärts increases the money for volunteers, the number of volunteers will go down.
 - o Gisela Kurth: “We have already prepared a questionnaire if you need more money. But what’s the consequence? We want more money, but less volunteers?”
- Topic security:
 - o weltwärts is bound strictly to the declaration of the Ministry for Foreign Affairs. There is a very strict handling of security! We apologize.
 - o Kenya: We can talk and share our experiences and the news about the current situation with our partners (North), we accompany the volunteers until they are safe enough. Communication is important!
- Topic visa:
 - o Representative of the German Ambassador: “A new agreement to get more easily the German visa is in work and will be signed in some weeks.”
 - o Why visa is not clear (South-North)? It’s a very sensitive point. All German organizations are aware of this.
 - o SO’s (South): It seems to be that the visa is not given to people of our countries, because the German state is afraid of the staying of these people from Africa → The experiences SoFiA made in the past are quite different, most of the volunteers are looking forward to come back to their home country.
- Topic North-South component:
 - o HO’s (North) give information to the SO’s (South) about the working place: It’s not possible to say very early in which places the volunteers will come. At the moment it’s technically not possible to say where the reverse volunteers will stay.
- Topic network:
 - o Recommendation by Christiane Reiss: “What is the need to do a network (exchange, stronger voice, etc)? The aim should be clear, before creating a network. When knowing the aims, the network can be arranged in this direction. One experience already done is, that if a network is too big, it’s difficult to handle and to stay active.”

Recommendations to weltwärts:

- To send via email the results of the evaluation and the questionnaire of the volunteers to all partners.
- Documentation: the results of this conference should be send to all SO's and HO's.

A voting/ checking of the weighting (weighting of the importance of the suggestions) will be done at the next day.

Due to the lack of time the facilitators of this conference decided not to work with all participants at the topic "Culture, values and conflicts". Therefore this topic will be offered as a workshop in Open Space.

17:00- 19:00 o'clock (*plenum*):

The spiritual profile concept of SoFiA e.V. is presented by Marcel Schneider (entire presentation see ppp3: Profile of international voluntary services – SoFiA e.V.)

Some feedback to this presentation:

- Comparable conclusions (e.g. the charity aspect, voluntary service) were made in a seminar with Muslims in Germany.
- Feedback from the HO's:
 - "By following the presentation I realized that we (HO South) have a big role for these volunteers. We help them that they can manage their year, that their life will not be destroyed (in case of problems/ difficult periods), because volunteers will contribute to the better life of human being."
 - "There are great values, we all believe in – no matter which faith we have! It was an important presentation for me!"
 - "We have now something to think about; life is to respect what other people believe in."
 - "I think about it! I think I have to go through some volunteer programs with this information. Their work will not end if they go home. For me the presentation was an important inside to the work with volunteers and it doesn't matter which religion you have!"



Photo 5: Presentation of the profile of international services - SoFiA e.V. by Marcel Schneider.

Saturday, 06.12.14

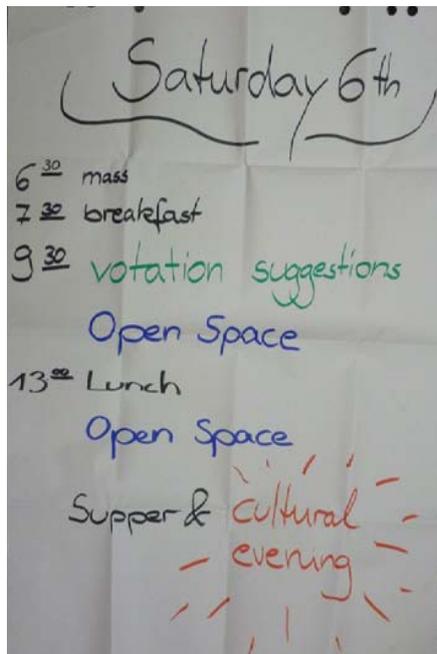


Figure 6: Plan for Saturday, 06.12.14.

9:00 -10:00 o'clock:

For achieving an overview about the importance of the different suggestions (which are coming up after the presentation of weltwärts), a weighting for all mentioned suggestions (Friday, 05.12.14) is done. Each participant show interest in the particular topic by rising his/ her hand (**first number**: number of participants **who are interested in** this topic; **second number**: number of participants **who are not interested in** this topic).

- Feedback structure (meeting once a year). 34 – 0
- Security issues. 0 – 0
- Mentors of HO's should be send to Germany for better understanding and accompaniment of volunteers. 18 – 3
- Program development (trainings, seminars, orientation). 18 – 0
- Financial support for volunteers. 14 – 4
- Visa issues/ concerning governmental intervention. 33 – 0
- Establish platform for discussion on international matters. 22 – 0
- Qualified volunteers for service in the global south (if possible). 13 – 7
- Involvement of HO's in the evaluation. 35 – 0
- Financial support for material and equipment needed in the working places of volunteers. 26 – 3
- Better communication between the governments (sending and receiving countries) about the program (strengthening the partnership within the governments. 34 – 0
- weltwärts should respect recommendations (not any point) from partners of global South. 33 – 0
- Chance for every organization in the South to send at least one volunteer to Germany. 25 – 0

A participant asks for more financial support. Gisela Kurth answers: “Please, if you want more money, tell us how to do it. Because more money means less volunteers. There is just one fund.” Furthermore a workshop in Open Space (F5. Finances) is created.

Open Space

The introduction to **open space** is given by Johannes Dümler (information about the prioritization¹).

11:30 – 13:00 o'clock and 14:00 – 18:00 o'clock: Open space!



Figure 7: Open Space – guidelines (part I).

¹ One day later, on Sunday (after finishing all workshops for Open Space) a prioritization of the results of the workshops is made by the question: “Which results are the most important for you? Where should organizational resources primarily flow? What shall we focus on now? What can wait?”. Due to two different ways of understanding of this prioritization (understanding one: to prioritize those results which should be worked out further right now; understanding two: to prioritize those results which are important [in my opinion]), the results of this prioritization are not of further importance and may lead to a misinterpretation. Therefore all 23 results are required for the necessity of follow-up groups (not, as planned, only the 10 most important results). That’s why the numbers of prioritization are not written in this documentation. In case of interest: Please contact Anne Herrig.

SATURDAY	11:30-13:00	14:00-15:30	15:30-17:00	17:30-19:00
Big conference room	Network I <i>(national, regional, design, lobby, exchange, A1)</i>	Recommendation preparation: Psychological issues (North-South, B1)	South-North preparation and challenges (C1)	Sharing experiences (best practice, evaluation of former goals, D1)
Conference room II	Improving the collaboration between HO's and SO's (A2)	Security & safety objectives (B2)	Collaboration & exchange (about challenges & experiences, C2)	Sustainability of volunteer projects (D2)
Under the roof on the hill	Selection/ criteria of volunteers - both ways (A3)	What is needed for a good & frequent accompaniment of the volunteers? (B3)	Values, cultures and prejudices (C3)	Roles and responsibilities of different stakeholders (D3)
Small hut in the accommodation area	Challenges of host families (A4)	Volunteers with disability (B4)	Quality management (C4)	South-North (direct cooperation between HO – weltwärts, D4)

Figure 8: Open Space – timetable.

A1. Network I (national and regional, design, lobby, exchange)

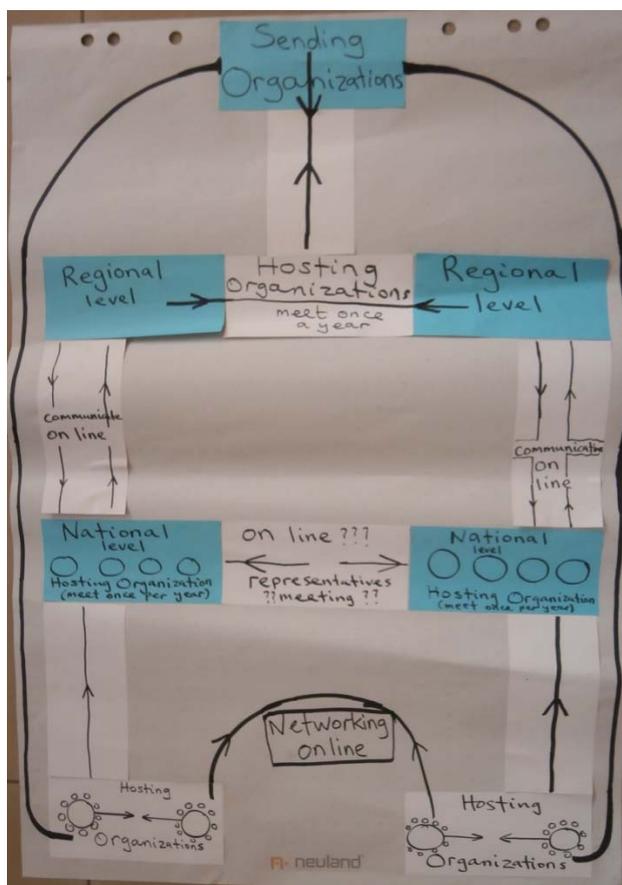


Figure 9: Workshop network.

A2. Improving the collaboration between HO's and SO's

Stakeholder: Moshin Juma, second: Ali Nyende; Participants: Maike Oswald, Christiane Reiss

- Need: early communication of prospective volunteers to have time to be able to be involved in the selection.
 - Getting to know the time frame of the SO.
 - SO's and HO's agree on what content and when it should disseminated to the volunteers in preparation in Germany and orientation in HO's.
 - Clearly define the roles of different stakeholders (division of tasks and responsibilities) and this needs to be communicated to the volunteers.
 - Working out a communication chain between different stakeholders for:
 - o Usual communication
 - o Conflict situations
 - o Emergency situations
- This must be communicated with the volunteers!

A3. Selection of volunteers – both ways

Stakeholder: Fr. Denis Hatungimana

- Procedures
 - o Advertisements
 - o Applications
 - o Selection =
 - Interview
 - Education – High School
 - Age: 18 – 28 years old
 - Language skills
- Qualities
 - o Open-mindedness
 - o Flexibility
 - o Willingness to cooperate
 - o Readiness to accept and to respect the culture of others
 - o Readiness to learn and share
 - o Tolerable and with no superiority complex
 - o Creative, committed and social
 - o Fit for the working place
- Recommendations
 - o Strict observance of selection procedures
 - o Requirements from the HO should be respected
 - o Volunteers should not be offended by issues which have a bad impact – MZUNGU BEG MONEY.
 - o Avoid superiority complex

A4. Challenges of host families

Stakeholder: Theophil Michael Sule; Participants: Fr. Francis Kayaye

- False hopes of the hosting families (wish list) (How is the family going to benefit?)
- Cultural shock! Sometimes the two cultures crash or conflict;
 - o Relationships
 - o Company – good/ bad
 - o Freedom to go to places / time?
 - o Dress – how and where?
 - o Faith expressions (religious beliefs)
 - o Food – narrow range/ variety
 - o Habits (drinking, smoking → drugs!)
 - o Recreation (parties)
 - o Home sick – emotional break down
- Lack of facilities that leads to a volunteers failure to adapt to the environment easily
 - o Shower room, toilet, latrine → privacy & prevention
- Poor relationship in the family (between):
 - o spouses
 - o parents and children
 - o family and neighbors
 → Impact negatively on a volunteer!
- Poverty etc. and financial burdens of the family shift to the volunteer!
- Hosting families: comparison syndrome, forgetting the individuality and uniqueness of each volunteer
- Security and safety at/ on/ during
 - o Home
 - o At work
 - o On the road (Boda-Boda cyclists)
- long distance travels and holidays or while visiting/ seeing friends

Empowerment to conduct preparations of host families:

- There should be a platform which brings together all hosting families to share experiences; This platform should be worked out with the SO's.
- SO are possible to facilitate preparatory seminars for host families.
- Host families share views, ideas, expectations with the incoming volunteers.
- Collective orientation upon arrival, both, hosting families and the volunteers.

B1. Recommendation preparation: Psychological issues – Love, relationship & sexual orientation (North- South)

Stakeholder: Stephen Sango

- Give them adequate information about HIV/ AIDS (what it is, mode of transmission and prevention).
- Speak openly about relationship.
- If exposed: To receive PEP (Post exposure prophylaxis), abstinence if possible.
- In case of pregnancy: discourage procuring an abortion with the help counseling.
- Moderate entertainment: frequent outing.
- Rules and regulations to be observed as regards sexual behavior.
- If a volunteer gets a partner, legal procedures to be followed with the help of counseling.
- Religion is not mandatory.
- Sexual orientation (homosexual, lesbian, etc.)

B2. Security and safety objectives

- To ensure that our volunteers are safe
- To ensure that everybody is engaged in providing security

Security for who?

- Ourselves
- Volunteers
- Community
- Host families
- Projects
- For the entire country

Types of security

- Geo-political
- Homestay families
- Organization (community, project, etc.)
- Travel/ recreation
- Social media / confidentially

Proposal

- Volunteers should observe/ respect the person above.
- Security measures should be communicated upon arrival.
- Rules/ regulations document should be signed.

1st action: They should be warned – verbal reminder.

2nd action: A written warning.

3rd action: Returning to the SO's (home).

- In case that the security situation deteriorates completely, volunteers should be advised to:
 - o Stay where they are (home).
 - o Security organs should help and move them into secure places.
 - o In the case of disease outbreak (e.g. Ebola) the host families/ HO's should co-operate with the health service providers for an immediate intervention -> good health practices.
 - o Evacuation/ shift them to safer places.
 - o Inform all the stakeholders and seek guidance.
 - o Final decision should be made in consultation with the SO.
 - o Encourage close stewardship of the German Embassy of the country.
 - o HO's should share information with partners/ stakeholders.
- Sexual harassment (crossing the redline) and or assault in
 - o Families
 - o Mentors
 - o Supervisors
 - o Community
 - o Place of work



touch, verbal
- Volunteers too may cause harassments in the family/ community → exposing dress/ short/ transparent
- Measures:
 - o Orientation should point out on cultural understandings.

B3. What is needed for a good and frequent accompaniment of the volunteers?

Participants: Fr. Demetrius Kazonde, Obadia Kalumbete, Sarah Nabuguzi, T. Michael Sule, Gisela Kurth, Fr. Aidan Paul Ulungi, Julius R. Kejo, John K. Salonik, Constancia Chilewa, Ursula Ohly, Gabriel B. Tegete.

Actors: Volunteers, mentors, HO's/ hosting projects, project coordinator

- I. Clear job description/ scope of work.
- II. Mentors and project coordinators should be trained on guidance and counseling among other issues.
- III. External mentors should act between the HO and the SO.
- IV. Mentors should be accessible for the volunteers.
- V. Volunteers should respect other people's culture.
- VI. Volunteers should learn local language for an easier communication.

Recommendations:

- 1) Proper preparation of volunteers by the SO. Visa/ permission (for working) by the HO.
- 2) Training of mentors and project coordinators.
- 3) Proper introduction to the local cultural practices.

B4. Volunteers with disability

Stakeholder: Christine Mukeshimana, J. Moshin; Participants: R. J. Sono, Gabriel B. Tegete, Sylvia Heinrichs, Peter Okoyo Owe, Kerubo Nyaribo, Zacharie Dusingizimana, Obadia B. Kalumbete.

- Persons with disabilities should be offered with a trial period.
- Extra preparations for both stakeholders (HO's and SO's).
- Length and policy change.
 - o Length of stay
 - o Age limit
- HO's should make a video to show their institutions.
- Introducing a volunteer program that includes people with disabilities.
- HO's must also provide helpers for people with disabilities.

C1. Preparation of South -> North volunteers (Challenges from the South to the North)

Stakeholder: Samuel Zziwa Musanyusa; Participants: Stephen Sango, Dennis O. Maina, Franziska Barthelt, Zacharie Dusingizimana, Alexandra Keller, Julius R. Kejo, Jakob Kluge, Vicky Byarugaba, Juma Moshim, Ali Nyende, Gabriel B. Tegete, Constancia Chilewa.

Challenges:

- 1) Until now there are no guidelines available for SO's (South).
- 2) Overwhelming number of applications.
- 3) Visa issues (in some cases).
- 4) Unclear about what is covered within the 75% and 25% (of the fund, given by weltwärts).
- 5) Language challenges.
- 6) Contents of the application.

7) Cultural differences:

- Structured system
- Technology
- Transport system
- Time

Recommendations:

- 1) HO's should share knowledge/ material with the South.
- 2) Cooperation on governmental level.
- 3) Access of the available information via weltwärts-website/ internet by the HO (North).
- 4) Involve the weltwärts-volunteers in preparing the volunteers of the South.
- 5) Host families/ organizations should support the volunteers in Germany.

C2: Collaboration and exchange

No participant choose this topic → No working group, no results.

C3. Values, cultures and prejudices

Stakeholder: Johannes Dümler, Marcel Schneider

- Result
 - Mentors (and staff) working with volunteers need profound knowledge about intercultural theories to solve many conflicts.
- Suggestion
 - Provide intercultural trainings to mentors, coordinators and staff.

For the entire documentation of this workshop: see appendices 5_C3.Values, cultures and prejudices.

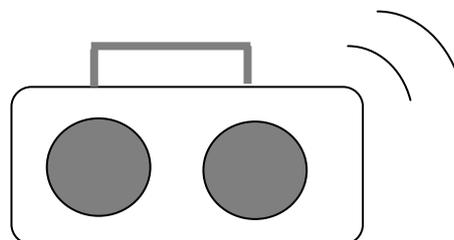
C4. Quality management

Stakeholder: Christiane Reiss

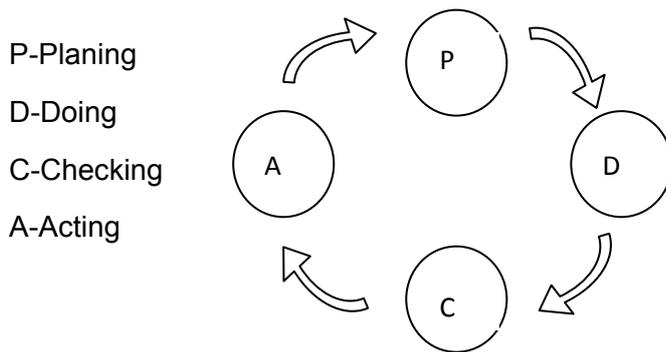
“What is quality?”

Example:

- Plug for earphones
- Good sound
- Shock-proof
- Portable
- Tangible/ solid material
- Multi-powered
- Multi-functional
- Long-lasting



The quality process (P-D-C-A circle [Fleming]):



➔ Ongoing process! ➔➔➔➔

Recommendation:

Offer HO's the possibility (if there is a need) to deepen the topic of Quality Management (QM) and offer training and promote exchange about it. Involve them in the process of working with it and improving the quality of the volunteer programs.

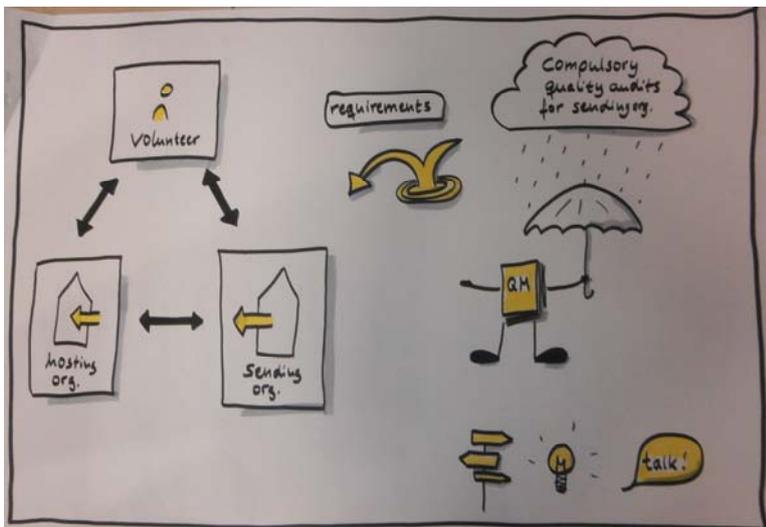


Figure 10: Quality Management I.

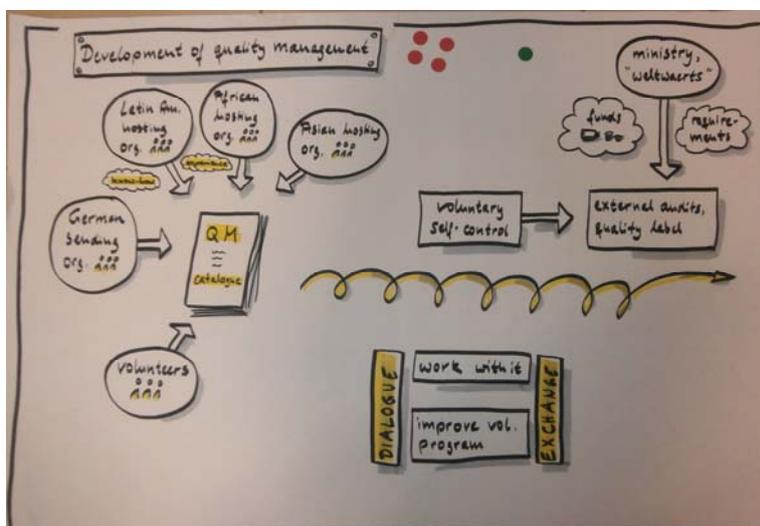


Figure 11: Quality Management II.

D1 Sharing experiences (best practices, evaluation of former goals)

Stakeholder: Zacharie Dusingizimana; Participants: Obadia B. Kalumbete, Julius R. Kejo, T. Michael Sule, Revocatus Joseph Sono, Mwita Hassan Khalfani, Ruth W. Ndwiga, Gabriel B. Tegete, Vicky Byarugaba.

Insights:

- Some volunteers have been so creative such as:
 - o Creating revolving funds program groups.
 - o Increasing the quality and the marketing of handcraft products.
- Administrative support such as:
 - o Book keeping
 - o ICT
 - o Fundraising
- Influencing time management in our organizations.
- Influencing openness in discussions.
- Host families accept to live with volunteers from different cultures.

Results:

- Added value to ongoing projects/ activities.
- Maintaining a positive cooperation among HO's and SO's.
- Strong social ties from volunteers to local members (marriages and strong friendships).
- Increased understanding and acceptance of cultural values.
- Increased interest in learning languages (e.g. Swahili, German).

Recommendations (What to do):

- Encourage volunteers' creativity, innovativeness and flexibility.
- SO's should not scare volunteers during preparation by giving stereotypes information.
- During volunteers preparation culture issues should be a key point.

D2. Sustainability of volunteer projects

Stakeholder: Christine Mukeshimana; Participants: Ursula Ohly, Kerubo Nyaribo, Sarah Nabuguzi, Lilian Nambi, Peter Okoyo Owe, Sr. Ester J. Tango, Vicky Byarugaba, Constanca Chilewa, Sabine Winkler.

There should be an overlapping time for orientate the new volunteers.

- 1) The volunteers should work hand in hand with locals.
- 2) Community participation in the projects e.g. free labor, materials.
- 3) Feedback from volunteers to the HO through the SO, to improve the tasks to keep the volunteers interested.
- 4) Clear volunteer tasks to the SO from the HO.
- 5) Good governance of the HO (close supervision, proper management).
- 6) Fundraising by the HO from local community/ corporates.
- 7) Proper volunteer management (good orientation, openness).
- 8) Start projects in consultation with local HO to meet the needs of the local community.

D3. Roles and responsibilities of different stakeholders

Stakeholder: Jakob Kluge, Maike Oswald

Different stakeholders involved:

- SO's
- weltwärts
- HO's: director, supervisor, internal mentor
- External mentor
- Country Contact Person (CCP)
- Sending & receiving governments
- Beneficiaries
- "donor circle"
- Other stakeholders e.g. police, hospital
- Volunteer
- Host families

Responsibility of SO:

- Select volunteers in collaboration with the HO.
- Prepare volunteers in Germany.
- Facilitate volunteers in host country.
- Support and train volunteers.
- Administrative work.

Responsibilities of HO (in general):

- Receive volunteers.
- Orientation of volunteers on arrival.
- Go with volunteers through the year.
- Arrange accommodation.
- Guidance.
- Involvement in preparation of volunteers.
- Train host families.

Responsibilities of volunteers:

- Stick to the rules.
- Learn and support.
- Personal commitment.
- Sacrifice certain things.
- Maintain personal values.

Responsibilities of families:

- Orientation of volunteers.
- Understand values of hosting a volunteer.
- Accommodation and food.
- Ensure safety and security of volunteers at the place of living.
- Guidance and support.
- Communication to the HO.
- Being sensitive towards cultural differences.

Responsibilities of supervisor:

- Give guidance to volunteers at work.
- Monitor and evaluate work of the volunteers.
- Ensure safety at the work place.
- Introduce volunteer to the work place, tasks and team.
- Periodical evaluation of the work of the volunteers.

Responsibilities of mentors (external or internal?):

- Mediation in case of conflicts.
- Orientation of the volunteers.
- Guidance and counselling.
- ➔ More information about the work of the mentor is needed: is an external mentor really needed? Or is it a duplication of tasks?

D4. South – North (direct cooperation between HO and weltwärts)

Stakeholder: Gisela Kurth; Participants: Salome G. Muthee, Athman L. Omar, Lilian)

What's the need?

- 1) Placements in Germany for small organizations in the South.
- 2) To find volunteers who are interested in Germany.

Suggestions:

- List up organizations that offer a number of places.
- Cooperate with:
 - Goethe-Institut
 - Tourism-Colleges (Utalii-College)
 - High-School or other institutions, which are teaching German.
 - Other institutions that would benefit from their pupils or personnel experiences in the German social sector.

Sunday, 07.12.14

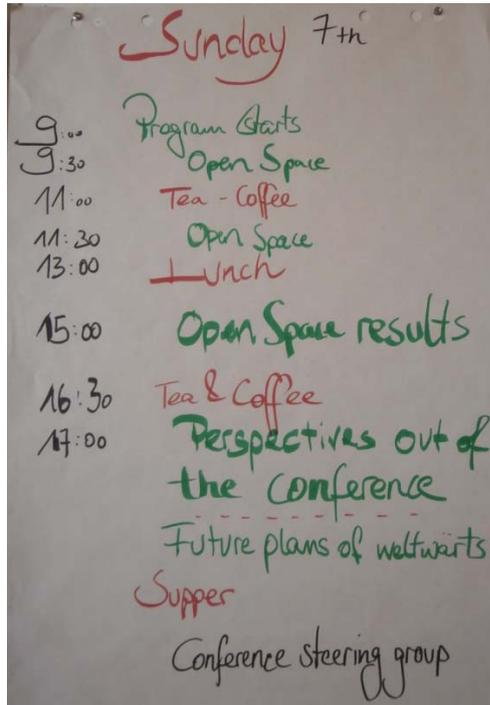


Figure 12: Plan of Sunday, 07.12.14.

E1. Collaboration with Country Contact Person (CCP) (funding, office, etc.)

Stakeholder: Sylvia Heinrichs; Participants: Gisela Kurth, Athman L. Omar, Lilian, Jakob Kluge, Samuel Zziwa Musanyusa, Salome G. Muthee, Gabriel B. Tegete, Obadia Kalumbete.

In this workshop Gisela Kurth and Sylvia Heinrichs elaborate the tasks and communication structure for the CCP.

Moreover Gisela Kurth gives an insight into the criticism that civil society stakeholders (in the program) have against the introduction of the CCP. There were doubts whether this person would become something like a 'super mentor', whom volunteers address with all kinds of concerns. This role would harm the communication structure between SO, HO and volunteer. For this reason, civil society actors insisted on a very limited direct communication between volunteer and CCP.

The participants of the workshop share their experiences with the visa procedures for volunteers and give their feedback to the tasks and communication structure for CCP as given in the concept.

Important points of the discussion are:

- The program framework demands that volunteers have at all times a valid visa for their stay as a volunteer. In many cases this demand is unrealistic as volunteers have to enter the country with a tourist visa. An apply for the correct visa type is only possible while staying in the country. The experience of the participants shows: on average it takes 3-4 months until the correct visa type can be acquired.

- Visa process takes a lot of time and energy for HO. Regulations might change quickly, it might be necessary to travel long distance several times to the immigration office in charge.
- Roles in the visa process are often unclear. Who pays the fees to whom? Who gets the documents together? Clear communication between SO and HO is needed.
- Experience shows that involving volunteers in the visa process can be tricky. On the one side visa procedures reflect global power structures and privileges and it is a good learning experience for German volunteers to understand this. On the other hand, there have been negative experiences with involving volunteers directly as they are unexperienced with such paper work and just try to get the process done as quickly as possible, sometimes with doubtful means.
- It is discussed how the visa issue should be tackled in the preparation of volunteers. Roles should be clear and the political dimension as well. Experience shows that many volunteers understand it as their right to be given the correct visa quickly and tend to complain or be unsatisfied when the process takes time.
- If something goes wrong with the visa, the HO has the risk of being in trouble with the local immigration authority, which can mean trouble for the organization. Whereas the BMZ sees the responsibility for visa issues fully at the side of SO's, in reality a lot of responsibility and also risk is with the HO's.
- For local immigration authorities it can be confusing/ irritating when different people with different standard of knowledge submit visa forms for participants of the same program. It could be very helpful to bundle the submission of forms. That means every organization would prepare all the forms and documents but only one person would submit them. This would save time for HO's and increase bonding/ contact with local immigration authority.
- The differences between the countries are very great, regarding visa requirements and procedures. Any task list for a CCP should be tailored to the specific situation in the country.
- If the CCP would be local (not a German), the risk of 'super mentor' would be much lower and communication with local authorities much easier. Communication with German embassies still could be professional and fulfill the needs of the embassy.
- The CCP should be in direct communication with HO as they are the ones who have to deal with the visa procedure.
- The CCP should have an office. It should be clear where to reach this person.

The workshop mainly deal with the visa aspect of the CCP, less with security/ safety/ emergency issues. However it is mentioned that any centralized communication structure on safety issues is unrealistic.

E2. Roles of mentors

Stakeholder: Constancia Chilewa; Participants: Ruth Ndwiga, Fr. Charles L. Ocok, Vicky Byarugaba, Julius R. Kejo, Sr. Ester J. Tango, Christine Mukeshimana, Lucia Consuelo Ceribelli, Beatrice Ntabanganyimana, T. Miachael Sule, Sabine Winkler, Christiane Reiss, Ursula Ohly, Mwita H. Khalfani, Obadia Kalumbete.

Insights:

- ➔ There are external and internal mentors.

Roles of internal mentors:

- Coaching the volunteers.
- Orient the volunteers to cultural issues – community.
- Support the volunteers (socially, emotionally and psychologically).
- Introduce volunteers to daily activity.
- Integrate volunteers – community.
- Arise/ ensure volunteers security.
- Secure host families for volunteers.

Roles of external mentors:

- Link between SO and HO.
- Link between internal mentor and volunteer.
- Coordinate the preparation of volunteers (Visa, briefs, culture orientation).
- Conflict resolution between mentor and volunteer.
- Advice mentors on the field – how to work → volunteer.
- Keep in touch with both sides, HO and SO/ feedback.
- Coordinate and participate in the meetings of volunteers.

Recommendations:

- Train mentors to cope with changes in the mentoring – modern ways.
- Volunteers should be fairly oriented by the SO.
- HO should select trustworthy volunteers.
- SO should have competent focal person.
- SO (focal person) should visit some HO and volunteers.

E3: Returning volunteers form an association

No participant choose this topic → No working group, no results.

E4. Improve volunteer management

- Good preparation before departure.
- The arrival seminar: orientation seminar, done by local people (with the following content):
 - o Expectations, motivations
 - o Rights and responsibilities
 - o Cultural values
 - o Relationships (sexual, love, orientations)
 - o Families, communities, work place
 - o Safety and security (crisis)
 - o Health/ HIV and hygiene
 - o Leisure/ holidays
 - o Language course
- Regular contact especially the first two and three months.
- Supervisor in their projects.
- External mentor.
- Train the external mentor, the host family and the host project.
- Regulations.
- Structured tasks for the volunteer, the more meaningful tasks they have, the less issues.
- Mid-time and final evaluation.
- Good governance by the HO.

F1. Impact of the volunteers to the HO/ host community

Stakeholder: Stephen Sango

- Intercultural exchange experiences between the volunteers and the locals.
- They involve in development challenges that also change the perspectives of the community.
- Back to back exposure.
- It creates opportunities for participation.
- Change of attitudes, ideas and awareness/ behavior.
- Adding value to our communities (an economic boost) with some money they pay their visa, etc. foreign exchange.
- It encourages volunteerism.
- They also bring actual physical development when they do things like fundraising.
- Capacity of reinforcement.
- The inter-marriages improve the relationships and understanding - solidarity and friendship.
- Re – perpetuating the myth that foreigners have money (where volunteers bring donors or spend conspicuously).
- Poor behavior could bring a bad name/ image to the HO (and SO).
- Communicate of negative feedback to the SO.
- Can bring negative views in the community.

F2) Network II

Participants: T. Michael Sule, Zacharie Dusingizimana, Willy Walusimbi, Theobald T. Mtema

Insights:

- 1) Objectives for network:
 - Share experiences, ideas and challenges among East African partners.
 - Maximize the use of resources among partners.
 - Create database for the partners' work (who is doing what?).
 - Learn best practices among partners.
 - Exchange volunteers' program among weltwärts partners/ members.
 - Have a voice to/ with SO's.
 - Share information about trainings and other events of interest.
 - Improve communication within the program.
- 2) Structure – Network:
 - Start at country level and involve all partners:
 - i. Have face to face meeting at least once a year; during volunteer meetings (1-2 days) (a sponsor is needed).
 - ii. Use google group (to stay in contact).
 - Extend to the regional level (E.A. – East Africa).
 - Use google group.
- 3) Results:
 - Establish an administrator for the network (country level):
 - i. Local person with experiences on local issues.
 - ii. Support him/her equipment and some trainings.
- 4) Recommendation
 - Members agree on the name (and subscribe) network (regional).
 - Members agree who to be the administrator: local and regional.

- Network should be operational at the end of 2014.
Note: The administrator should be someone with interest in networking!

F3. Improve governmental partnerships

Participants: Athman L. Omar, Salome G. Muthee, Fr. Francis Kayaye.

Possible way forward:

- 1.1 Organize a meeting for all sending organization CCP's (agree on the needs).
 - 1.2 Meet the CCP with weltwärts.
 - 1.3 Regional exchange (sharing ideas).
2. Involve governmental ministries:
 - Education
 - Foreign affairs
 - Youth and culture
 - Tourism

How to do that/ mechanism:

German embassy (embassies) should coordinate our efforts to seek governmental support, especially for the following topics:

- Working permits and visa types.
- Ministerial cooperation.

F4. Crisis and emergency management

Participants: Samuel Zziwa Musanyusa, Theobald T. Mtema, Fr. Charles L. Ocok, Christine Mukeshimana, Alexandra Keller, Dennis O. Maina.

Crisis which a volunteer can encounter include:

- Accident/ death:
In this case the HO has to contact the Embassy, hospital, police post, volunteer's parents' and has to work very close to the SO to work out the insurance etc.
- Health:
The SO has to make sure a volunteer is having health insurance.
- War/ attack:
The volunteer is advised to register him/herself at the Embassy, so that he/ she can receive an alert when war/ attack happen.
- Smoking opium/ drugs:
During the orientation week in the HO a volunteer should be requested to be a role model in the community and should not be engaged (in taking drugs).
- In conclusion:
 - More emphasis has to be put in the orientation seminars on both sides (SO and HO).
 - Communication is very important between SO and HO to help in dealing with the crisis concerned.

- The HO is requested to provide the contacts of the volunteers (in case of emergency):
 - Contact of the HO members and the hosting families
 - Police post
 - Immigration office
 - Medical center/ doctors

➔ These contacts will help the volunteer to communicate in solving the happened crisis.

F5. Finances

Existing financial problems:

- A) Inflation.
- B) No budget for mentors' seminars.
- C) No budget for some working places.
- D) No budget for the implementation of initiatives from the volunteers.

Ideas for the solution:

- A) Partly the inflation can be adjusted by the devaluation.
- B+C) Negotiation with the SO – funds are necessary.
- D) Fundraising by the HO.

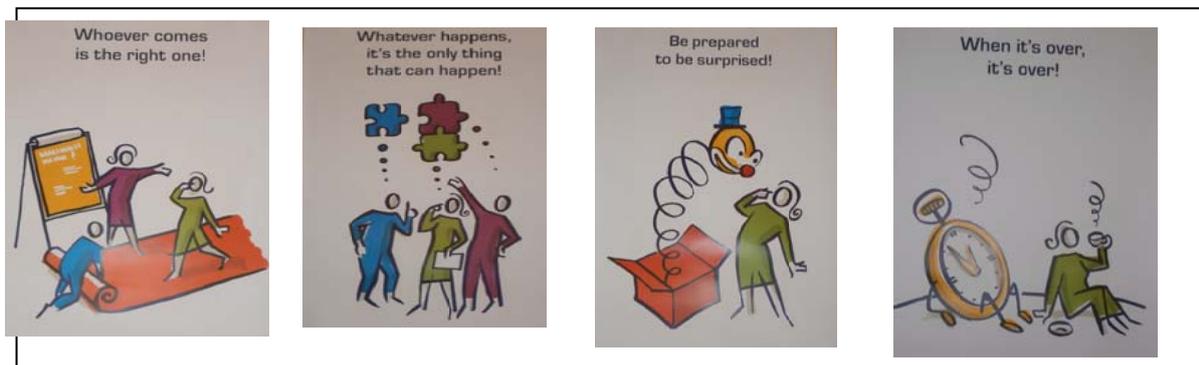


Figure13: Open Space – guidelines (part II).

15:00 – 19:00 o'clock: (*plenum*)

The prioritization is made (see footnote 1, page 19).

To follow up the most important topics, three "Follow-up" working groups are formed. The main aspect of this **Follow up work-teams (topics 1-3)** is to make arrangements like:

- ➔ Next steps/ tasks
- ➔ Who is responsible for what?
- ➔ Timetable
- ➔ Self-check ➔ when? ➔ Date!

1. Sending volunteers with disability

Three different organizations are present and working about this topic (two from Tanzania, one from Rwanda and weltwärts).

Next step:

- To work out a profile about the workplace (South) for each organization in Germany (North) → Every organization should agree to and use one profile format!
- To raise the awareness at the German side (Ministry) → Therefore using some outputs/ results of the working group of this conference.
- Suggestion: To send a filming crew from Germany to the HO (South) (because they know what and how to film, to convince people in Germany).

Who is responsible for what?

- Denis will create the profile template.
- Each of us will fill the project profile.
- We start to look for possible volunteers to go to Germany (South-North component).
- Dennis O. Maina, Obadia B. Kalumbete and Sylvia Heinrichs will start to talk to some German organizations, who are already in contact.
- Zacharie Dusingizimana will talk to the SO he's working with in Rwanda (Friends of Rwanda).

Rules and guidelines (for volunteers → South-North component):

- Age limit (18-28 years).
- Educational background (e.g knowing to read and to write).
- Limits of funds → limits the number of volunteers.

Agreements:

- Time limit: Until the end of January 2015 all the points have to be cleared/ finished.

Self-check: We already create a network (exchange of all email addresses) → further exchanges/ contacts will done by email (responsible person: Obadia B. Kalumbete).

2. Governmental partnership

Agreements:

The participants agree that the Kenyans will organize a meeting of the Kenyan organizations to introduce themselves to the CCP, Embassy, Kenyan government and ministries.

They shall request the CCP to introduce them to the Embassy. Through the Embassy contact they will make a request for the Embassy to help them to organize a meeting. So that they will seek a recognition by the Embassy (the recognition of their organizations by various ministries of Kenyan government). Their first meeting will take place in the first week of February 2015.

3. Network

Members: Sule, T. Michael, Obadia Kalumbete, Salome Gathoni, Stephen Sango, Maike Oswald, Walusimbi Willy, Christiane Reiss, Fr. Denis Hatungimana, Nyende Ali, Moshin Juma, Beatrice Ntabariganyimana and Christine Mukeshimana.

Country focal persons are determined. These are:

- Tanzania: Sule, T. Michael,
- Uganda: Stephen Sango,
- Kenya: Salome G. Muthee,
- Rwanda: Christine Mukeshimana,
- More over: Christiane Reiss and Gisela Kurth – civil society organization (CSO)

Agreements and timetable:

Tasks	Responsibility	Timetable
1. Open google account	Willy Walusimbi	12.12.2014
2. Every country communicate online/ face to face to decide about their structure	Country focal persons	End of February 2015
3. From coordination committee at country level (at least 3 per country)	Country focal persons	15. February 2015
4. Develop a concept on the coordination committee network	Coordination committee	1 st week in April 2015

Note: Athman L. Omar from AFS Kenya will work with country focal persons for the documentation. Furthermore Willy Walusimbi from Uganda will do technical works and T. Michael Sule will coordinate focal persons (sharing information, etc.).

Another announcement:

There will be a network for the HO's, called "Nilevolunteers".

17:30 – 19:00 o'clock (*plenum*)

"The Mentoring Guide and Toolkit – By practitioners for practitioners" is given to each participant.

An **outlook on the activities of weltwärts** in 2015 is given by Sylvia Heinrichs:

- The South-North component will be worked out further (there will be a partner conference in Germany).
- The next phase for the CCP will start (how to develop further will be discussed).
- Another topic is: How to reach target groups who are up to now not reached? This will also be discussed and worked out.
- Moreover there's the question how to make links between HO's and weltwärts. How to involve partner opinions more directly?
- Last election in Germany took place in 2013: There are positive results for weltwärts; The new minister sustains the weltwärts program.
- Volunteer evaluation: weltwärts is still dealing with the results of the last evaluation (there are many changes, which take a lot of time).

- Question by an SO: "Are there more "dialog" events to contact directly HO and SO (e.g. conferences like this)?" → Sylvia Heinrich answers: "Yes, there will be such events, there are still funds for this."

Civil society perspective to the weltwärts program, given by Gisela Kurth:

- We gain different perspectives through the volunteer survey (including partners).
- South-North:
 - The South-North program will be worked out further → that more volunteers can come to Germany.
 - Very engaged in the evaluation of the South-North program (to put the experiences into the weltwärts program).
 - *Question*: "Is it possible to skip off the criteria of language (German)?"
Answer (given by Sylvia Heinrichs): "It's not a criterion to speak German to take part in the South-North program! Only the willing to learn!"
- First experiences with the CCP are done, this will also be evaluated.
- We want to wider the criteria/ group of volunteers (e.g. for persons under 18 years, volunteers with professional education, people with less access of education, different backgrounds, professionals, handicapped persons, etc.) → they should equally come into the weltwärts program → this is also a great political issue (but politics have other/ often contradictionnary expectations/ imaginations).
- Partner perspective: To strengthen networks (to enforce the link between civil society in the HO/ hosting country and civil society in SO/ sending country)! What can we do to strengthen this? → We are still working on it.
- We are discussing and fighting to facilitate funding (and for a more easily funding).

Monday, 08.12.14

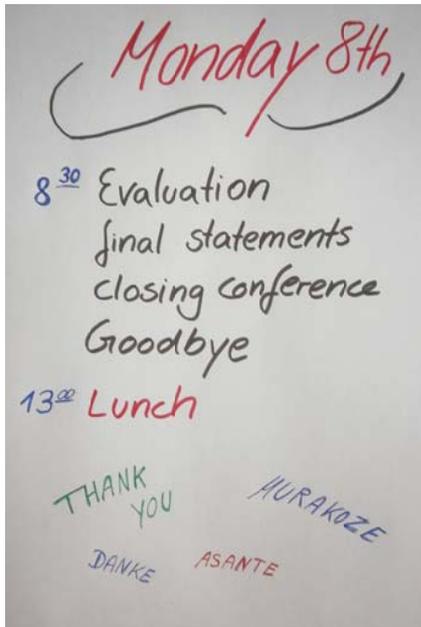


Figure 14: Plan for Monday, 08.12.14

8:30 – 13:00 o'clock (*plenum*):

Some time is given to the participants, to fill in the evaluation/ feedback sheet "Evaluation weltwärts-conference Kigali".

Furthermore some feedback are given by the participants, concerning different parts/ methods of this conference by positioning themselves in the room. During each method/ question the facilitators give two persons the floor (the opportunity for a spoken feedback): One person who liked the method very much and an other person who didn't like the method very much.

Some feedback to:

1. the method to get to know each other

- "Very good"
- "Dynamic"
- "Not very well, because it was too loud."

2. the method to ask the expectations:

- - "Nice".
- - "Not at the right time. At the first evening I was too tired for such important questions".

3. the method "Open space"

- - "Very great and helpful."
- - "Very nice to get to know. Thank you!"

4. the presentation of the spiritual concept of SoFiA e.V.

- - "I liked it very much, very helpful for me."
- - "I think it was not the right place for this, because we are here in the context of an governmental (non religious) program."

5. the presentation of weltwärts

- - "Very helpful".
- - "Helpful information".



Photo 6: Feedback for different parts of this conference.

Acknowledgement

On behalf of the organizers of this conference special thanks is going to Eva Ohlig and Alexandra Keller for the management of the travel expenses, Anne Herrig for the documentation of this conference and the team of facilitators for organizing and managing the surroundings.



Photo 7: The team (from left to right: Alexandra Keller, Anne Herrig, Marcel Schneider, Jean-Pierre Hitababaye, Johannes Dümmler and Paulin Kadahizi).

Information about the organizers:



SoFiA – Soziale Friedensdienste im Ausland e.V. [Social Peace Services Abroad] has organized international voluntary services since 1992. Every year SoFiA sends out around thirty volunteers from Germany and hosts twelve volunteers from abroad. In both concepts the voluntary services are embedded in partnership organizations which with their basis in the diocese of Trier work throughout the world. SoFiA e.V. operates on a worldwide level, however, it is firmly rooted in the breeding grounds of the Diocese of Trier.

More information: www.sofia-trier.de

The BDKJ – Bund der Deutschen Katholischen Jugend Bamberg [Federation of German Catholic Youth of Bamberg] organizes international voluntary services for the archdiocese of Bamberg. In this project it cooperates with organizations such as, e.g. the "Franziskusschwester Vierzehnheiligen" [Franciscan Sisters of the Fourteen Saints] with their long-term tradition in sending out young persons. From autumn 2015 a new focus will be the South-North-component of the weltwärts program. Four young people from Tanzania and Senegal will render a voluntary service in Bamberg.

Contact

Alexandra Keller	weltwaerts@bdkj-bamberg.de	BDKJ Bamberg
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Martin Jung	martin.jung@bgv-trier.de	SoFiA e.V.
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With the free-lancing support of:

Johannes Dümler	johannes.duemler@volute-ev.de	Volute e.V.
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Marcel Schneider	marcel.schneider@volute-ev.de	Volute e.V.
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Basic information

Basic information about the weltwärts programme



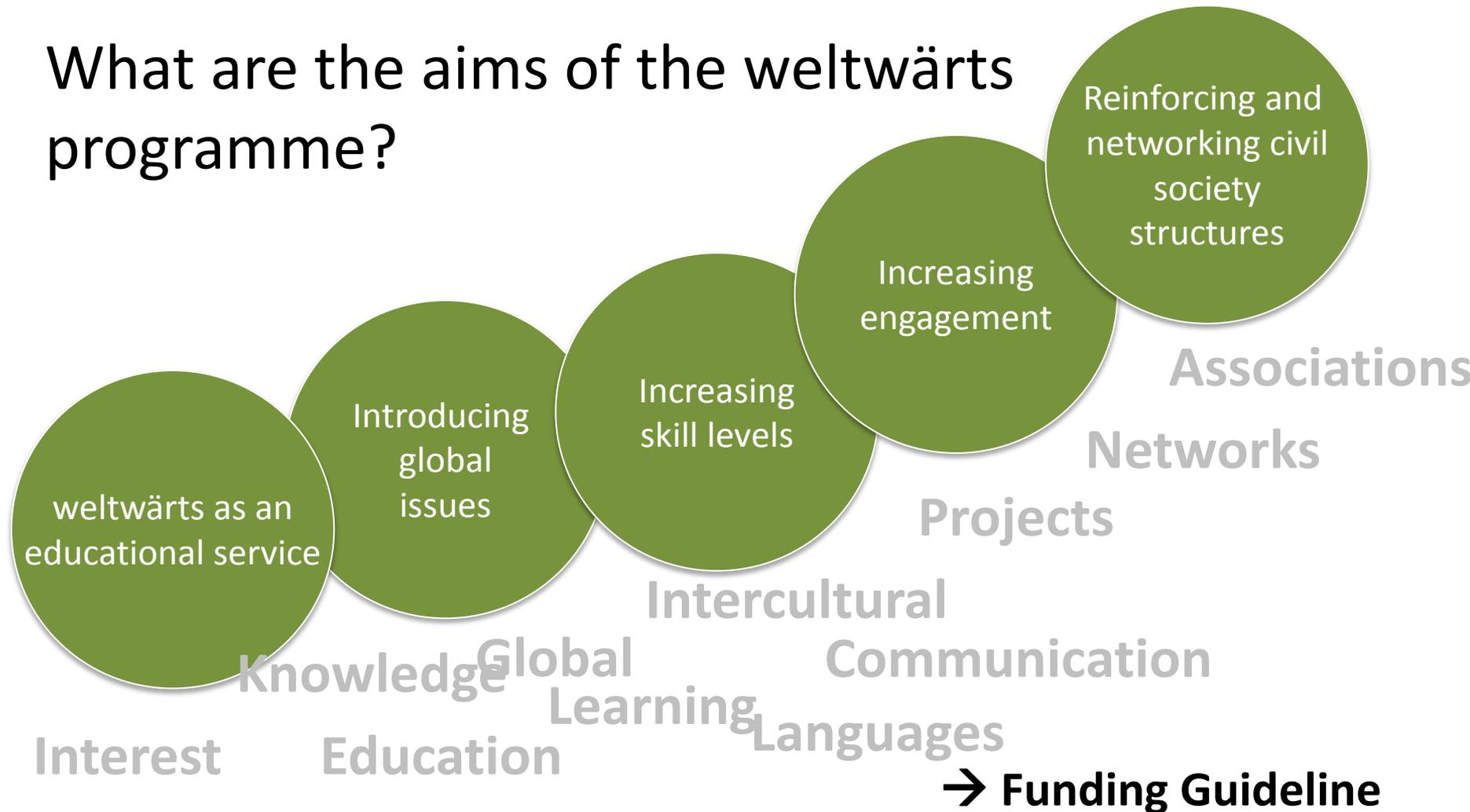
Where are the partner conferences in **2014**?



History of the weltwärts programme



What are the aims of the weltwärts programme?



What funding guidelines are there for weltwärts?

- 75% grant from BMZ funds
- Organisation must be recognised by BMZ

Assignments



Funding for volunteer assignments

North-South and South-North components

Main lines of funding

Returning measures



Engagement in

Germany at the end of the volunteer service

Promotion of development policy education projects

Engagement map!

Programme accompanying measures

Supporting partner organisations and mentors

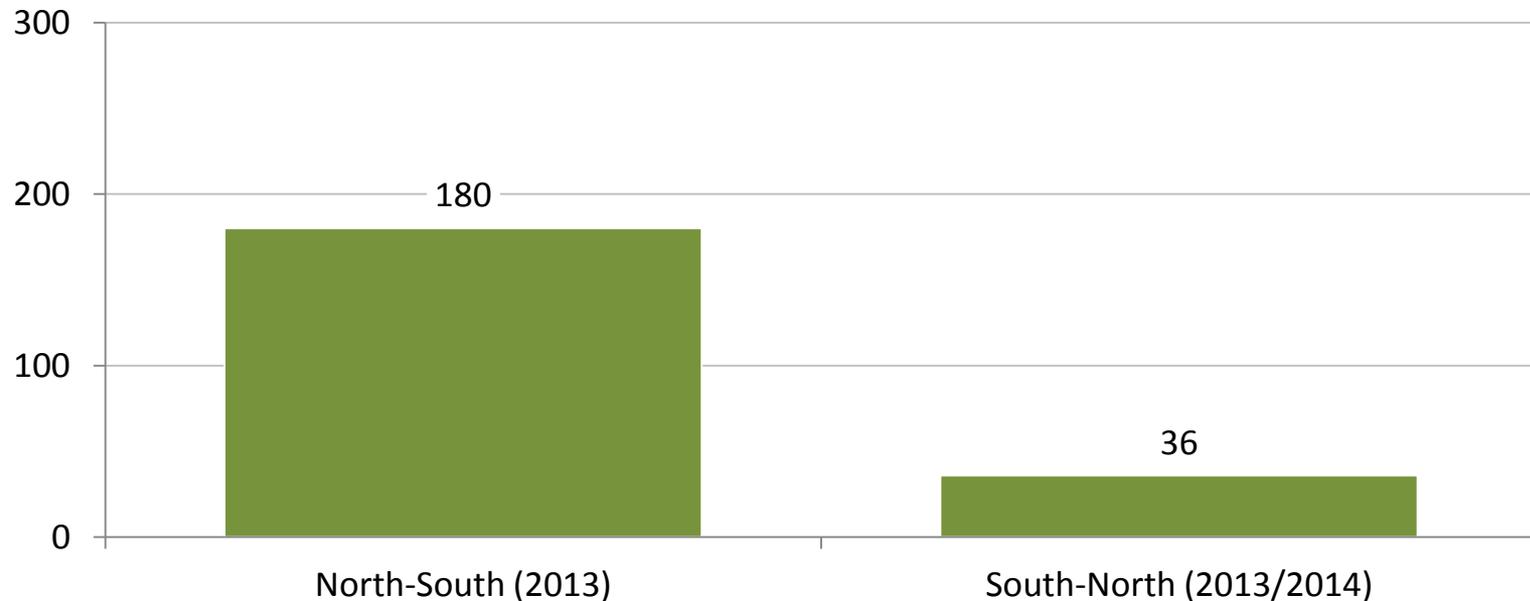
Networking between stakeholders

Measures to improve quality

Almost 100 measures since the programme began

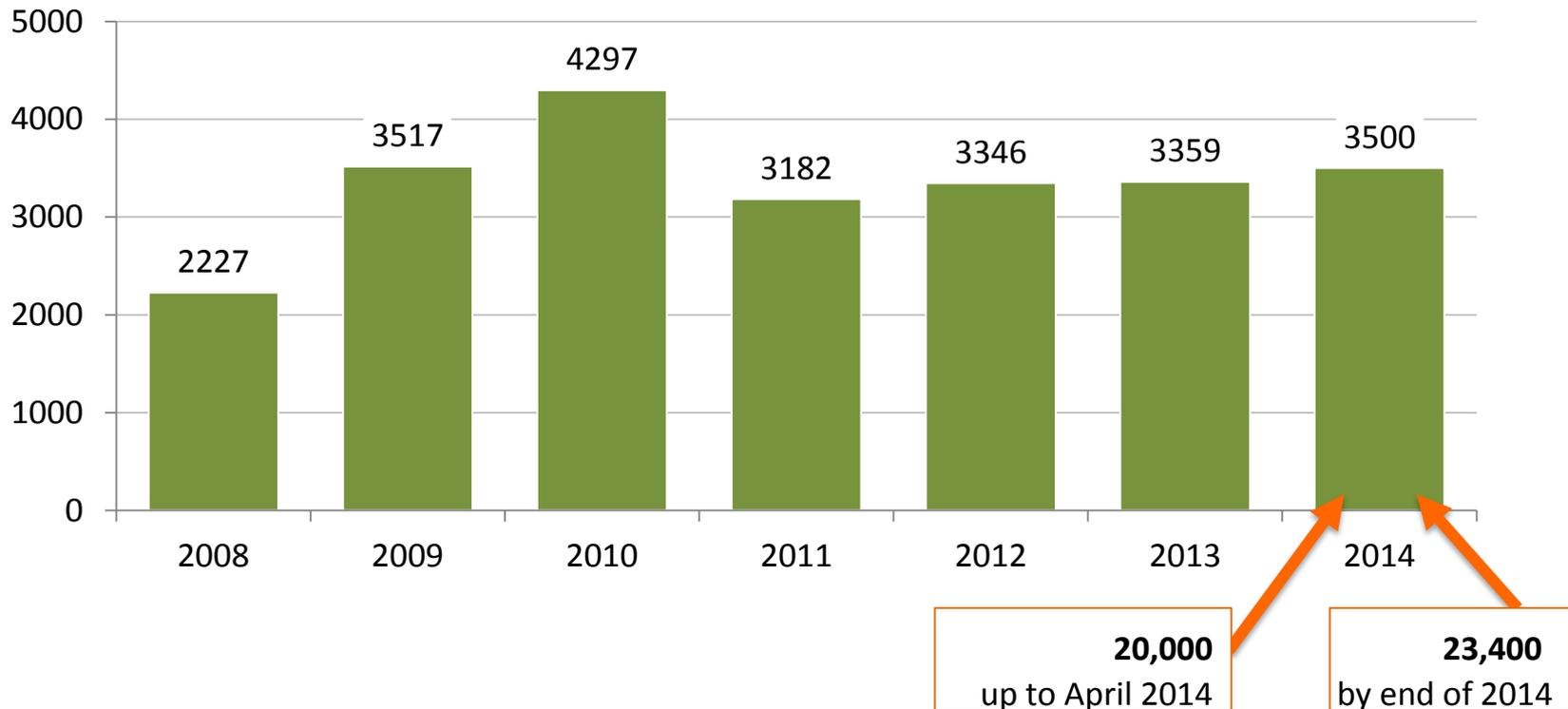
How many German organisations are involved?

Active organisations in Germany

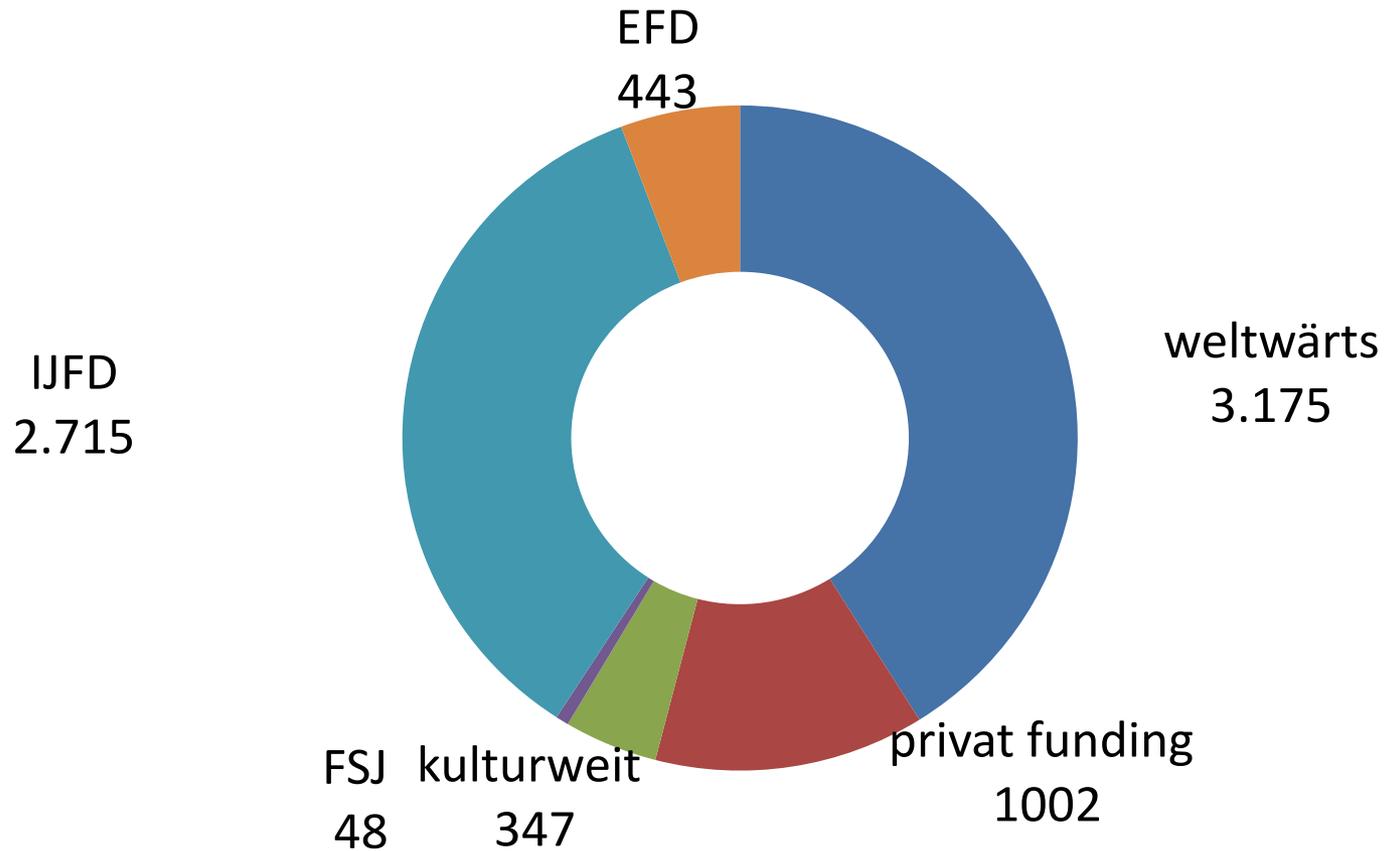


How many volunteers took part in the programme in total since 2008?

North-South volunteers

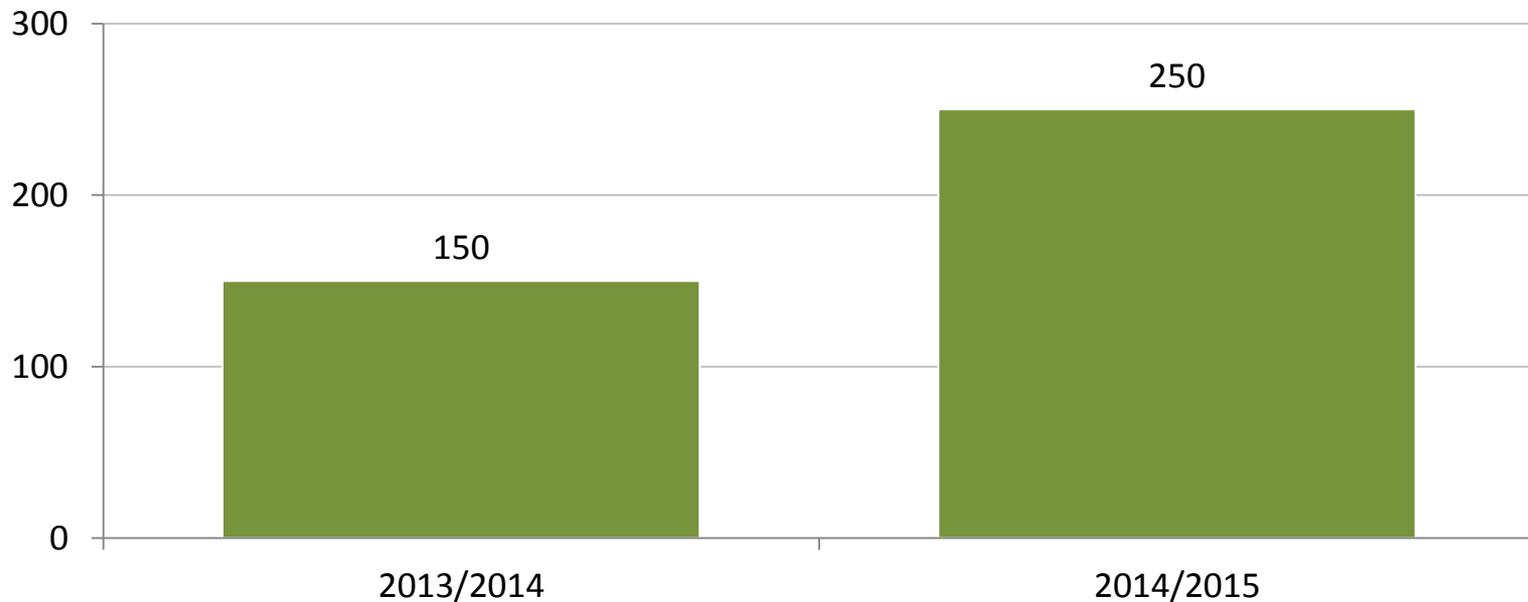


German volunteers abroad 2013

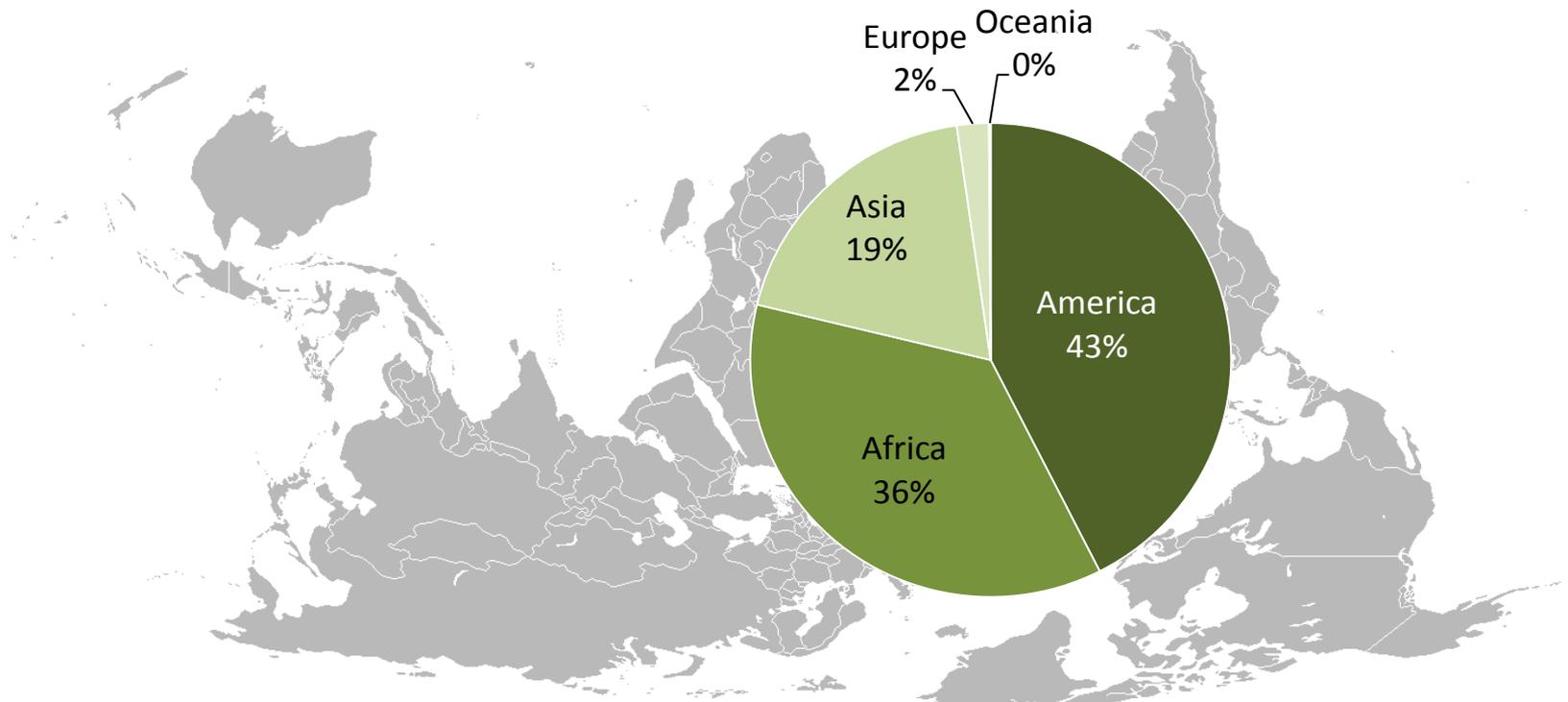


How many volunteers took part in the programme in total since 2008?

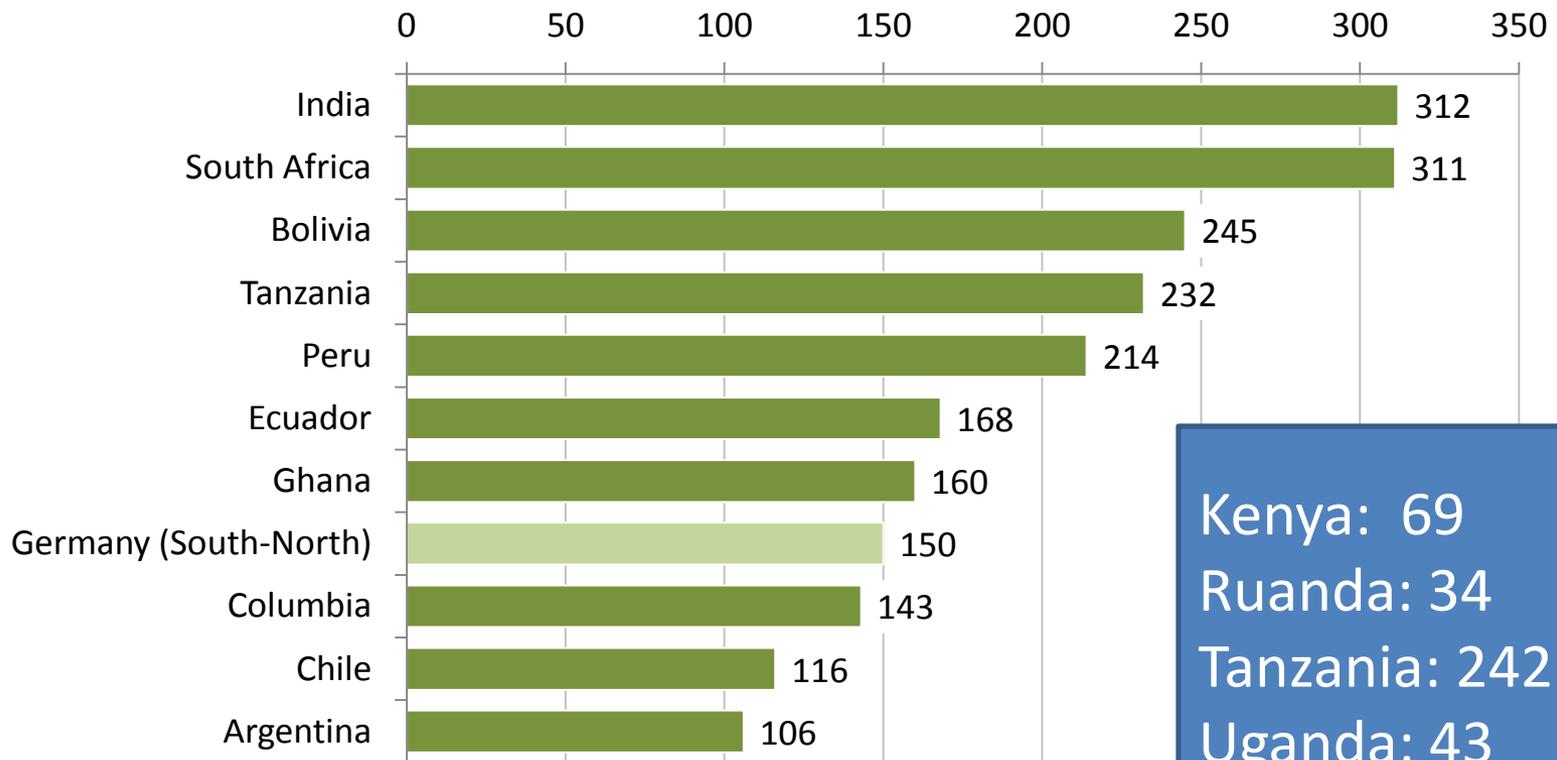
South-North volunteers



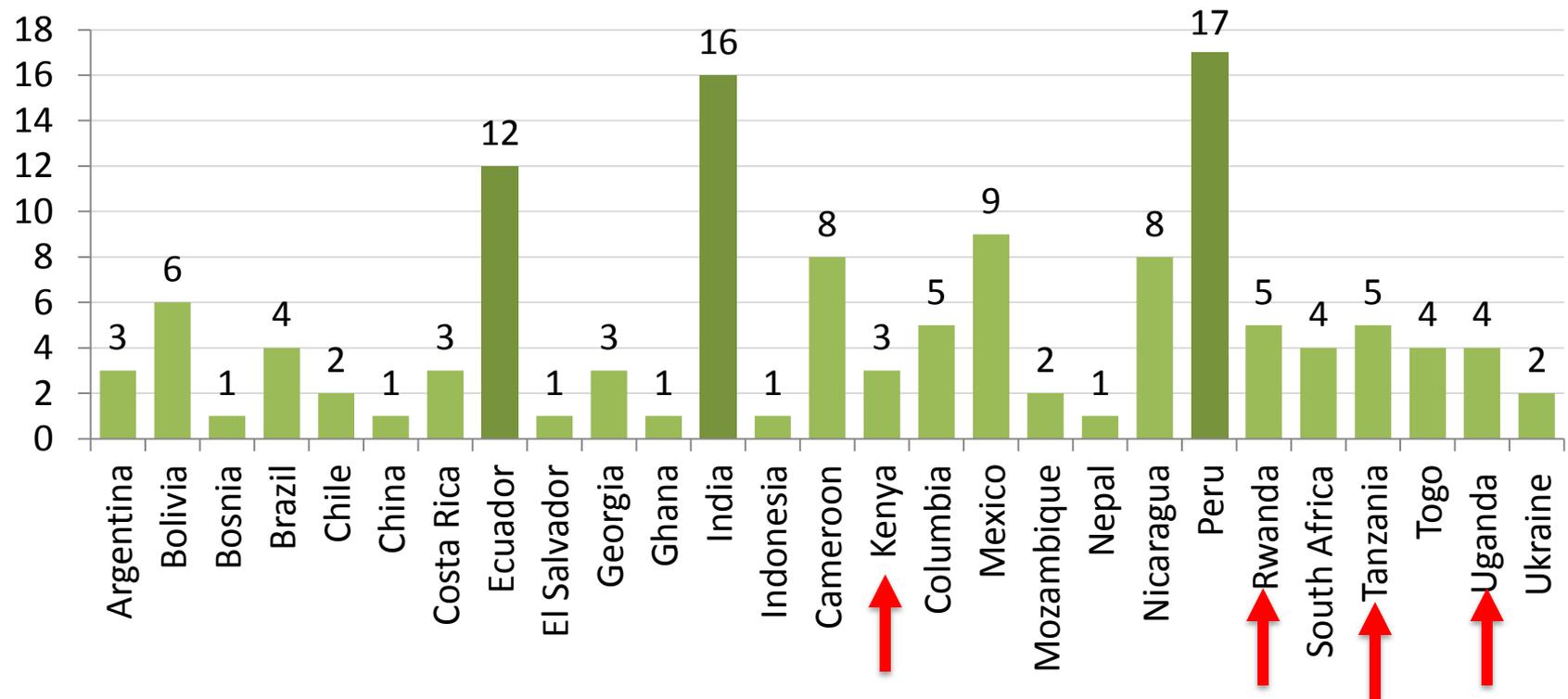
Distribution of assignments by continent



Which countries host weltwärts volunteers?



Sending countries in the South-North component



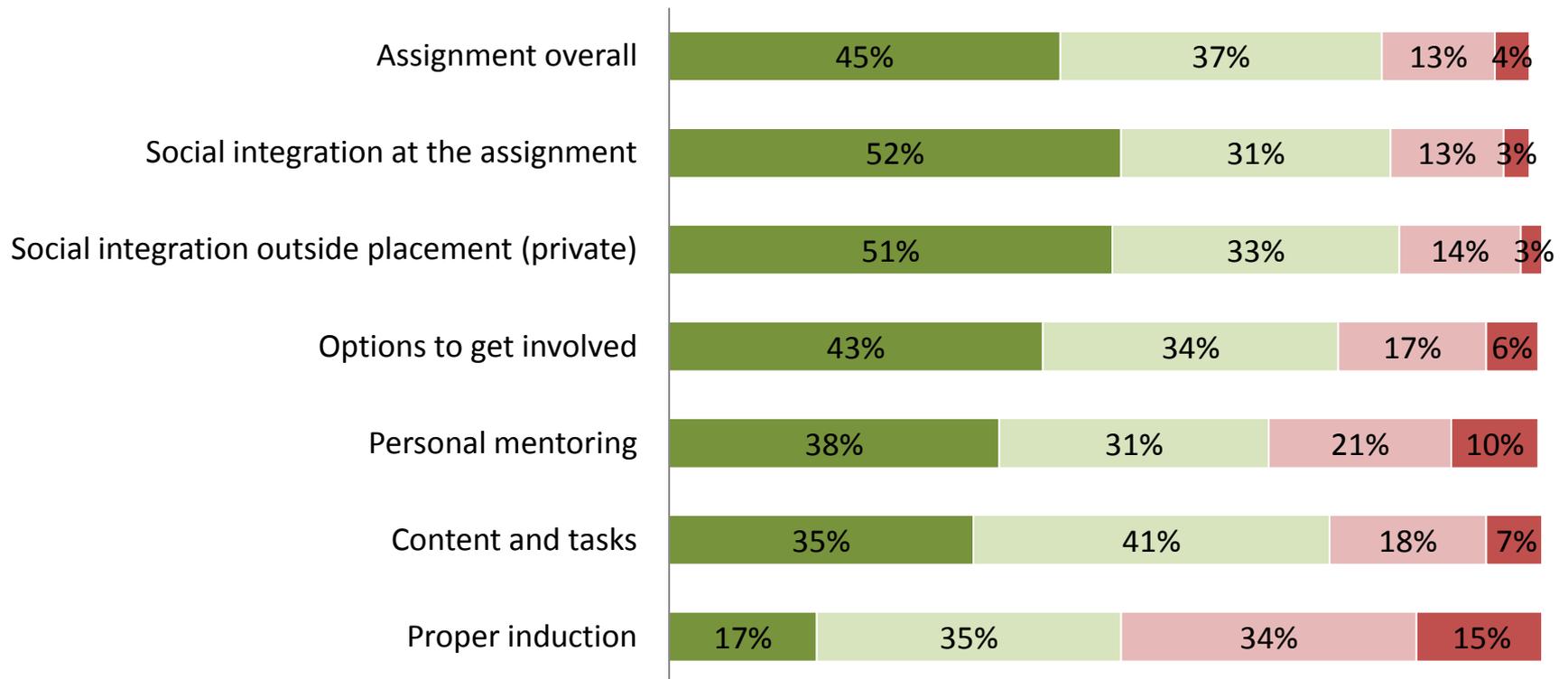
The first volunteer survey

- For all volunteers who finished their assignments in 2013
- Approx. 3,000 surveys
- **63% / 1,929** replies
- **94%** "very satisfied" or "satisfied" with the programme
- **Note:** Conclusions can only be drawn within the context of experiences in the host country!



Results of the survey in detail

■ Very satisfied
 ■ Satisfied
 ■ Not satisfied
 ■ Very dissatisfied



History of the weltwärts programme



What is new at weltwärts?

Evaluation,
partner
conferences
2012 &
follow-up
process



1. The pilot phase of the South-North component
2. The country contact persons
3. The partner dialogue
4. The new funding guideline with adjusted aims of the programme
5. weltwärts is becoming a joint operation
6. The quality system



Implementa
tion,
feedback at
partner
conferences
2014

Country contact persons

Support the programme, in particular sending organisations with visa regulations and security issues

- *Countries from 2015: Argentina, Costa Rica, Mozambique, Malawi, Namibia, Ruanda*



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6. **The quality system**



Implementa
tion,
feedback at
partner
conferences
2014

What understanding of quality lies at the heart of the new quality system?

- understanding of shared quality criteria amongst the various programme stakeholders necessary
- **weltwärts Catalogue of quality standards** since the end of 2013
- Important quality criterion: co-operative partnership between the partner organisation and the sending organisation

What understanding of quality lies at the heart of the new quality system?



What is new at weltwärts?

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Implementa
tion,
feedback at
partner
conferences
2014

Working together as partners



**Co-
operative
partnership**

Key aspect of the
programme

Stipulated in the funding
guideline

Quality criterion in the quality
requirement catalogue

**Key contribution
by the partner
organisations to
the
implementation
and success of
weltwärts!**

Partner dialogue in the weltwärts programme

Partner conferences in 2012 requested more

- Dialogue and regional networking
- Transparency and information by using more languages

Website

- Relaunch / ready for more languages
- Space for field reports from partner organisations
- Information for partner organisations in English, French & Spanish (by end of 2014)

Partner conferences

- Cross-organisation
- Regular (around 3 conferences per annum)

Partner dialogue as a topic in programme steering committee

The South-North component

Concept, history, task sharing and outlook

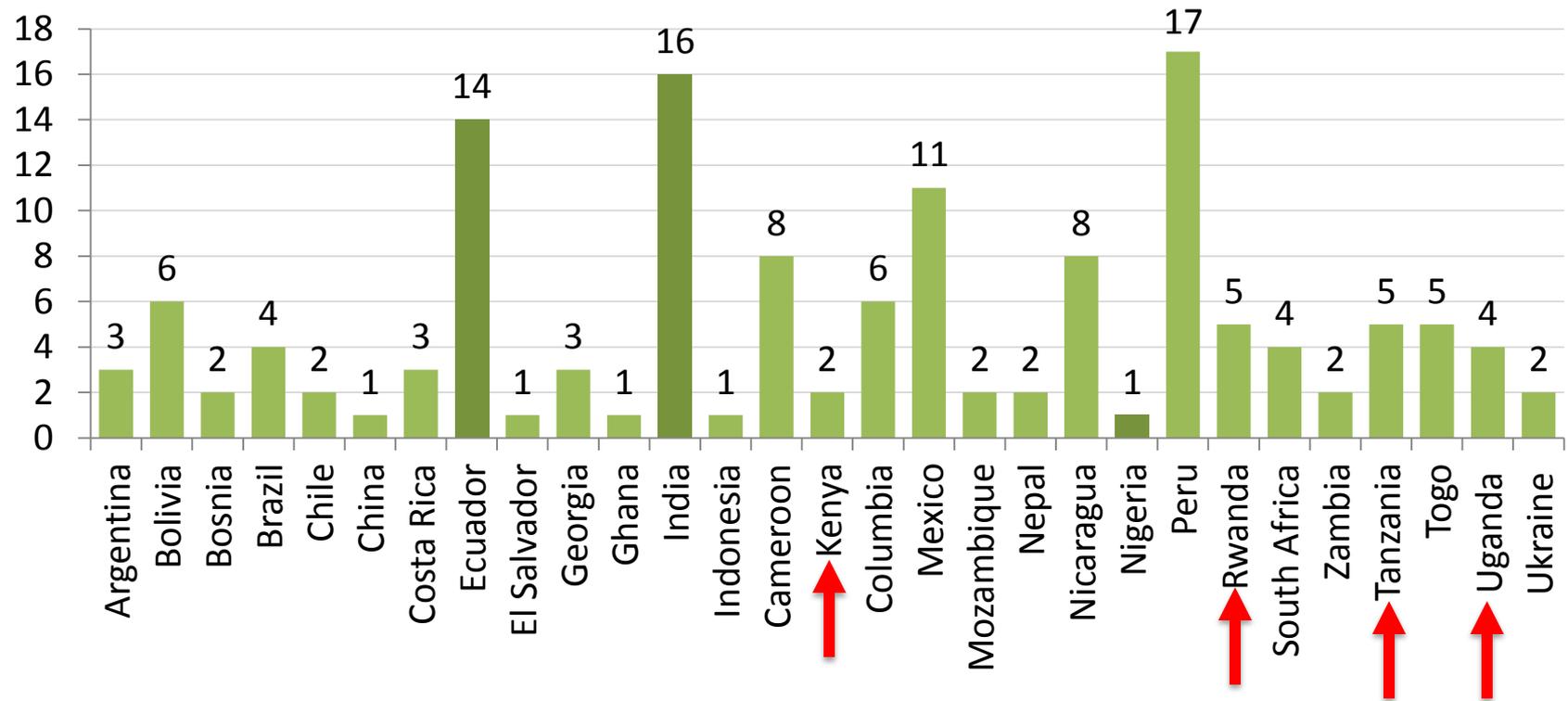


Facts and figures from the first cycle

- Began in November 2013
- Volunteers from partner countries can volunteer in Germany
- Launch event in Berlin in February 2014: Federal Minister Dr Gerd Müller welcomes the first 13 South volunteers
- High level of interest
- 150 volunteers in 36 organisations in Germany in the 2013/2014 cycle



Sending countries in the South-North component



Aims of the South-North component

- Promoting equal exchange between the partners of the global South and the global North
- Strengthening existing partnerships
- Personal development for volunteers
- Strengthening of civil society
- Stimuli for inland development policy work in Germany



Who can participate?

- **Sending organisations**

- Experienced partners from the weltwärts programme

- **Host organisations**

- Recognised weltwärts organisations

- Initiatives from returning volunteers

The volunteers

- 18-29 years
- School/vocational qualification
- Willingness to learn German
- Openness
- Willingness to learn, interest
- Participation in accompanying programme
- Willingness to engage in home country after participating in the programme; existing engagement

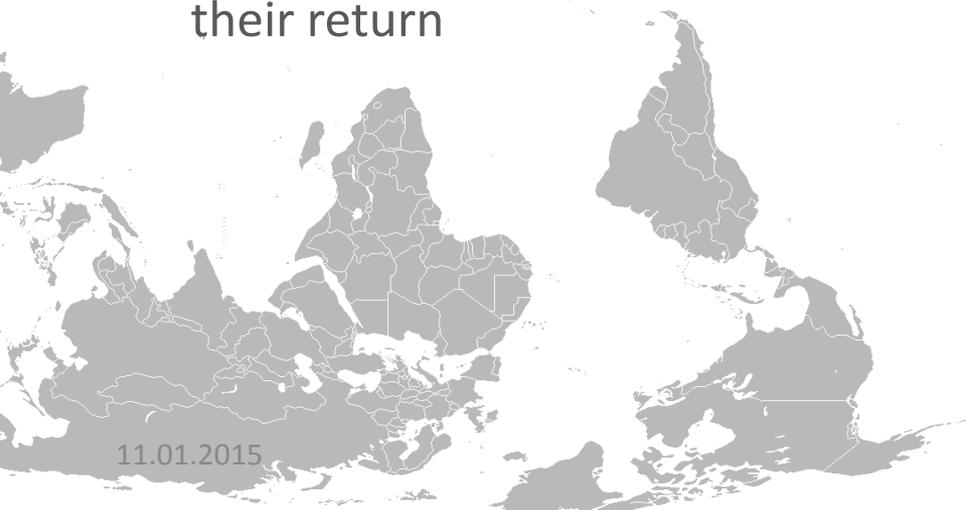
Which tasks are the organisations responsible for?

Sending organisations

- Applying to the programme
- Selecting participants
- Preparation and follow-up
- Working with participants upon their return

Host organisations

- Bear overall responsibility
- Accompaniment in Germany
- Selection and support at the places of assignment
- Framework conditions in Germany (pocket money, accommodation)
- Support and networking for participants in Germany



Sending and host organisations

Before:

Germany	Sending organisations
Partner countries	Host organisations

After:

	North-South	South-North
Germany	Sending organisations	Host organisations
Partner countries	Host organisations	Sending organisations



New:

- Organisations can be both sending and host organisations
- Sending and host organisations in both Germany and in the partner countries!

The financial framework conditions

- Allocation of total expenditure for the service:
 - 75% of expenditure is provided by the BMZ
 - 25% is covered by the financial resources of the host organisation
- BMZ funding of max. 880 EUR per volunteer month + ca. 300 EUR per volunteer month by host organisation/ projects
- Payment to host organisation
- This can be split up into the following costs:
 - Pocket money (max. 357 EUR)
 - Accommodation
 - Catering
 - Costs for insurance, injections, language course & travel costs



Rwanda → ev. Jugend-Weigle-Haus, Essen
Support in childcare and youth work

Cameroon → Solidaritätsdienst International, Berlin
Participating in anti-racism seminars

Ecuador → AnnaLinde, Leipzig
Assistance in ecological farming / seminars on sustainability

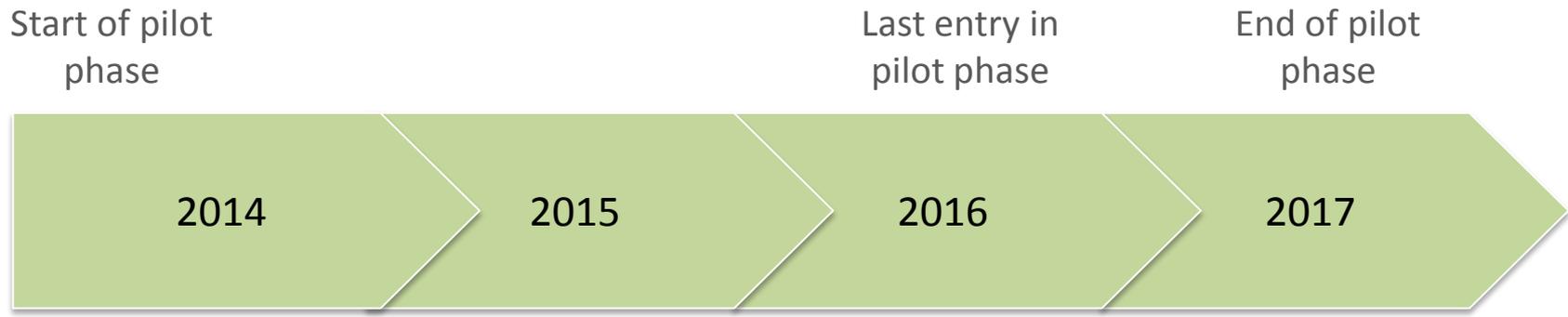
Example assignments

Focus:
Social, environment and development education work



Own experiences?

Outlook and current topics



150 Participants

250

36 Sending organisations

49

Partner conference about South-North component*

External and independent evaluation

Challenges

Sending organisations

- selecting participants
- preparing participants
- Visa procedure
- Outlook upon coming back
- ...

Host organisations

- adequate placements (language)
- funding
- integration of the volunteers

More information?

- Information for sending and host organisations:
<http://weltwaerts.de/weltwaerts-infomaterial.html?pubtype=3>
- South-North component pilot phase concept:
<http://weltwaerts.de/publikation-detail.html?id=97>

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Implementa
tion,
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partner
conferences
2014

Profile of the voluntary service

christian spirituality

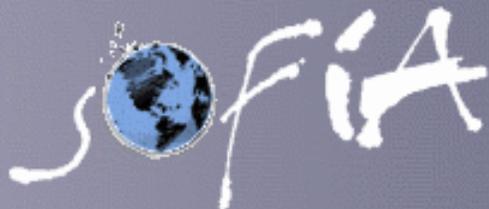
biblical/jesuanic Basic-experiences

Interruption

Invitation

Being touched

Being sent/Mission



Interruption

He was in the world, the world which came into being through him, but the world had no knowledge of him.

Joh 1

he has sent me to make well those who are broken-hearted; to say that the prisoners will be let go, and the blind will see, and to make the wounded free from their chains, To give knowledge that the year of the Lord's good pleasure is come.

Lk 4

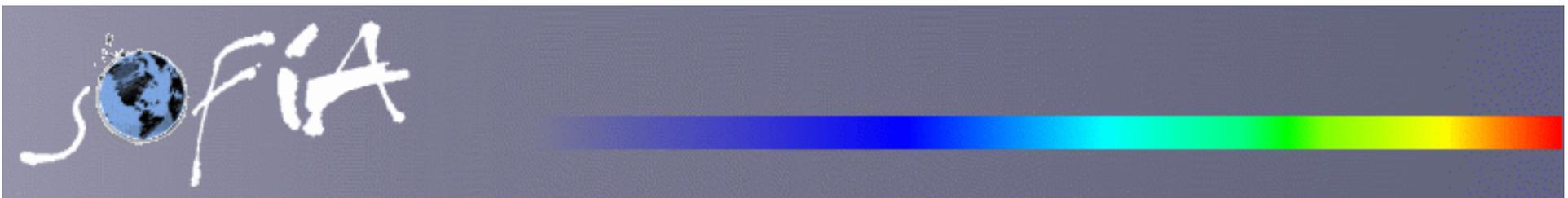
the biggest interruption in christianity is the cross

Here was the picture of Jesus in the cross and one of a young african refugee stranded on a european island surrounded by tourists in their holydays

(we took out some pictures because of uncleared copyrights)

...the shortest definition of religion

Johann Baptist Metz



Invitation

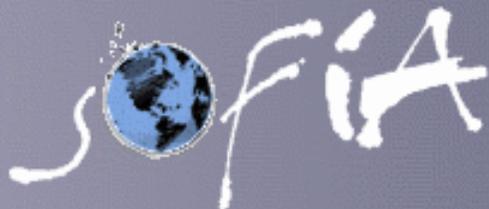
...if we share the bread
It will bloom as a rose...
(german christian
song)

Here was a picture of the last supper – shared
with discriminated people of our time: a clown, a
prostitute, a jew, a black person, and a scientist

(we took out some pictures because of uncleared
copyrights)

*Now after John had been put in
prison, Jesus came into Galilee,
preaching the good news of God,
And saying, The time has come,
and the kingdom of God is near:
let your hearts be turned from sin
and have faith in the good news.*

Mk 1,14 f.



Being touched

So he touched...

... him (Mk 1,41),

... her hand (Mt 8,15),

... their eyes (Mt 9,29),

... the tongue (Mk 7,33),

... the ear (Lk 22,51),

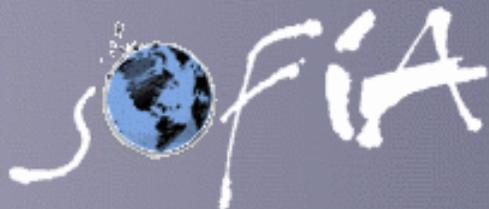
... the eyes (Joh 9,7).

And all the people were desiring to be touched by him, for power came from him and made them all well.

Lk 6,19

Jesus came and stood among them and said, "Peace be with you." Then he said to Thomas, "Put your finger here, and see my hands; and put out your hand, and place it in my side. Do not disbelieve, but believe." Thomas answered him, "My Lord and my God!"

Joh 20,26-28



Being sent/ Mission/ vocation

*And they said to
one another, Were
not our hearts
burning in us
while he was
talking to us on
the way, making
clear to us the
holy Writings?*

(Emmaus-experience)

Lk 24,32



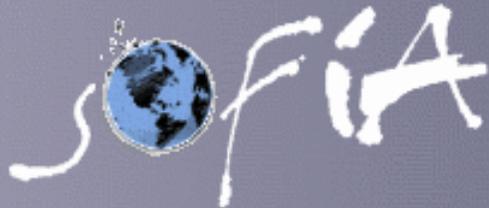
*former volunteer building a playground
with a group of germans in romania
years after her year of voluntary-
service*

In Boliva I have
eaten so much fat,
gotten so many kisses,
lived without electricity for so long,
had no water so often,
sitten in busses for so many hours,
had diarrhea so often,
learned so many traditional dances,
eaten so much chicken,
played tabletop soccer so funny and so bad,
knitted and crocheted so much,
learned to know so many rites and traditions,
seen so many stars,
experienced so much culture,
seen so much poverty,
spoken so little,
cried so much,
experienced happiness so intensively,
as never before in my life.

former volunteer

*I came that they may have
life and have it abundantly.*

Joh 10,10



though himself in the form of God, it did not seem that to take for oneself was to be like

God; **Interruption**



For this reason God has put him in the highest place and has given to him the name which is greater than every name;

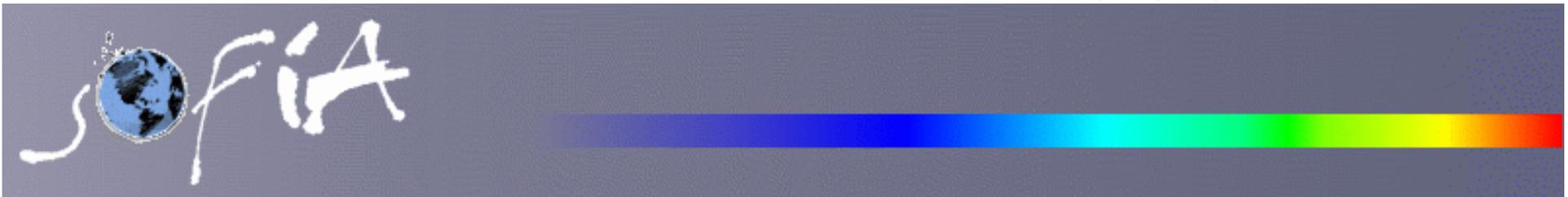
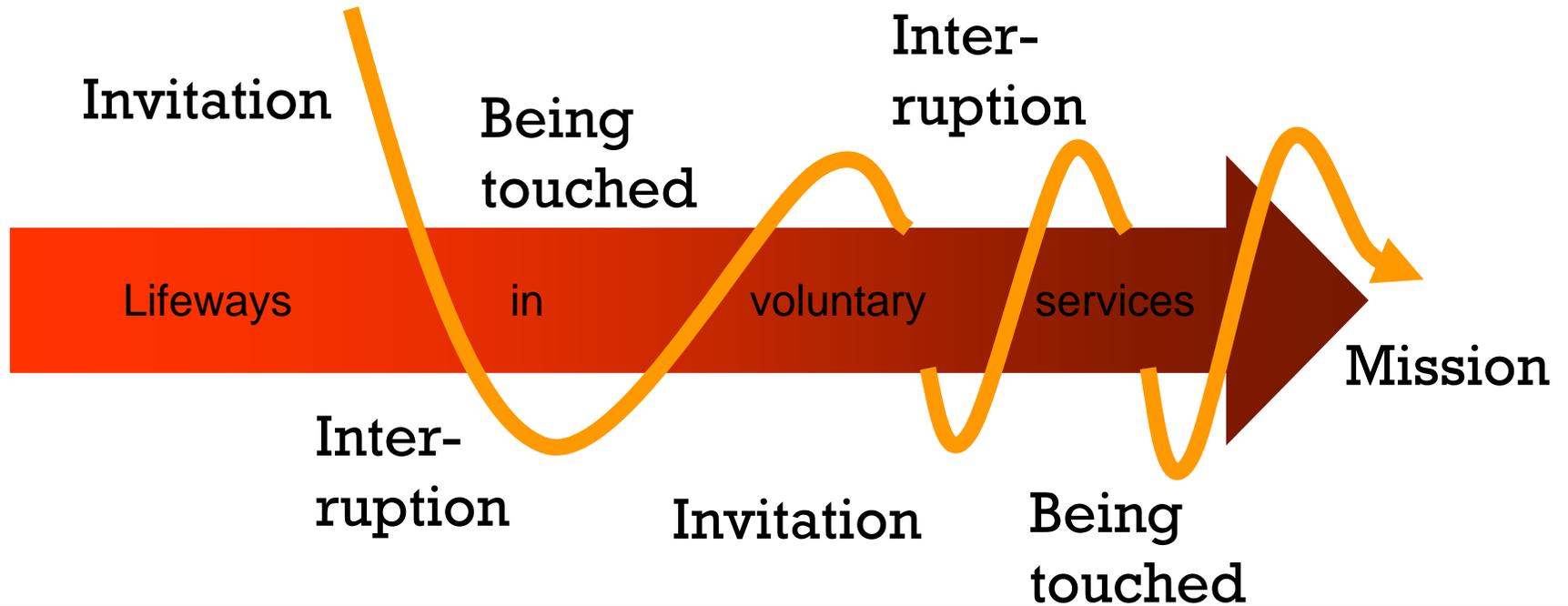
But he made himself as nothing, taking the form of a servant, being made like men;

Invitation

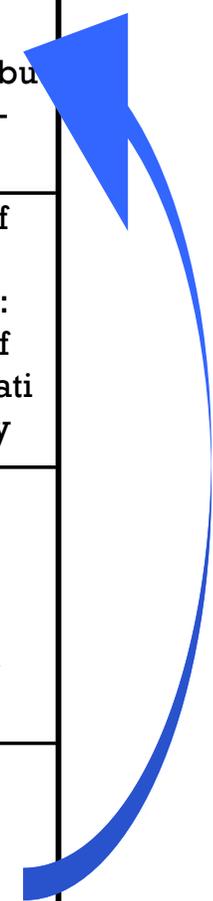


And being seen in form as a man, he took the lowest place, and let himself be put to death, even the death of the cross.



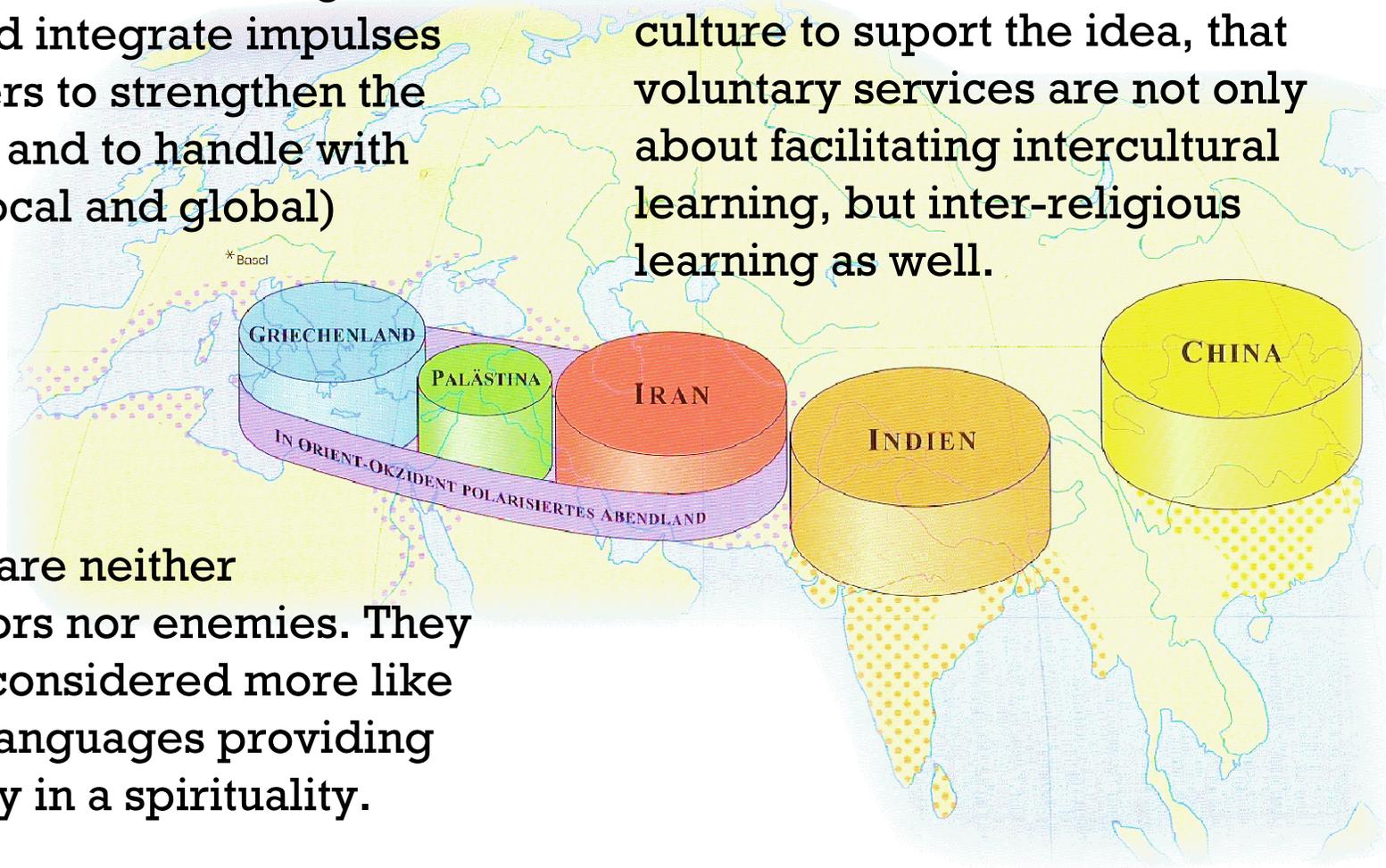


	volunteers	Sending/hosting Organisations	program	challenges
Inter-ruption	Accept the interruption of the usual lifeway/curricula	To allow to be questioned by volunteers and partners	Political challenges and those from the society.	V-services not primarily focusing on professional carriers but with an society-critical potetial
Invitation	Accept the other mentalaty and culture	Accept the partners in their mentality and treat them with respect	South-North programm	Potential of young volunteers: meaning of live, orientati on, identity
Being touched	Be open to beeing touched by the reality of other peoples lifes	Be open to be touched by the volunteers and their experiences	Quality-management	
Being send/mission	Be open to be changed and adjust/correct the usual Lifeway-plans	Improve the programm based on learning out of experiences	Programms for returning volunteers	People with visions <i>or</i> functional staff



Each religion shouldn't just separate from other religions, but should integrate impulses from others to strengthen the own core and to handle with today's (local and global) realities.

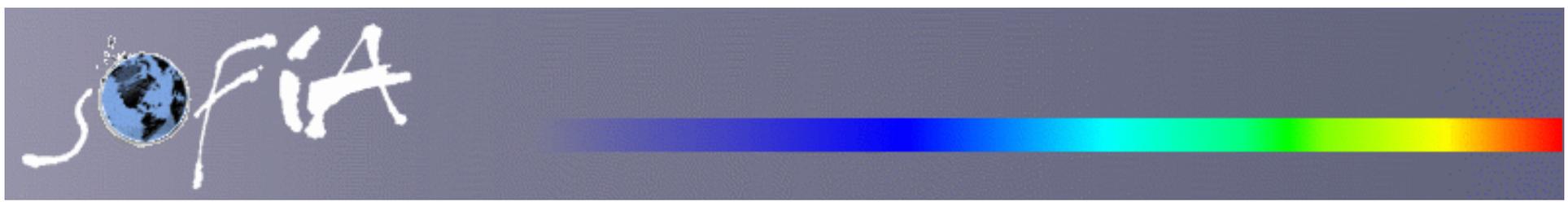
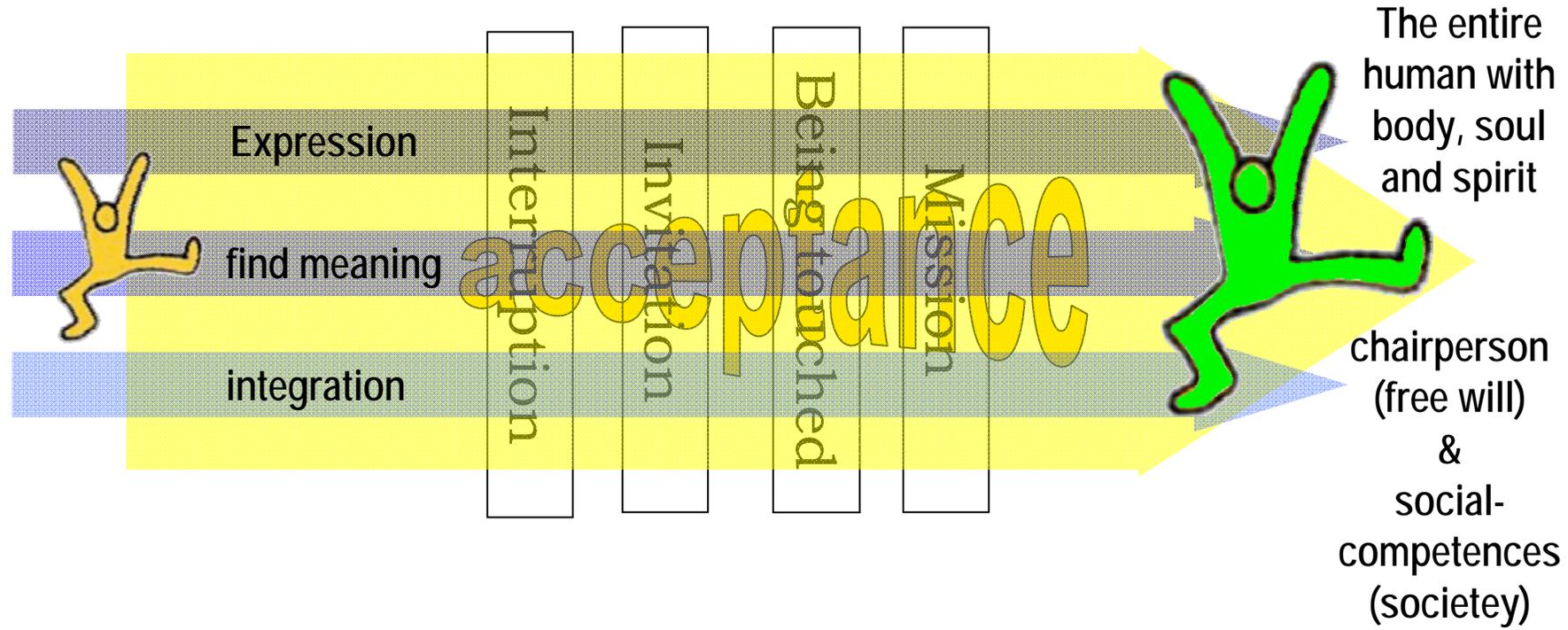
You could replace the word religion here with the word culture to support the idea, that voluntary services are not only about facilitating intercultural learning, but inter-religious learning as well.



Religions are neither competitors nor enemies. They could be considered more like different languages providing community in a spirituality.



challenges towards mentors and staff in SO and HO



Follow up

Four principles of early church (elements of pastoral act):

- o Koinonia – building community
- o Diakonia – charity – be engaged
- o Martyria – announcement – reassure and stand for your conviction
- o Leiturgia – celebrate God in community

Diakonia

Koinonia

Mission

Martyria

Leiturgia

Picture taken right after the mass with bishop Ackermann on the 20th anniversary of SoFiA (2012)



Adress

Dietrichstraße 30 a

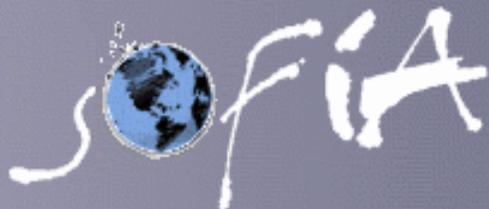
54290 Trier

Tel.: 0651/993796-306 (Peter Nilles),

Fax: 0651/993796-444

E-mail: Info@sofia-trier.de

URL: www.sofia-trier.de





Bundesministerium für
wirtschaftliche Zusammenarbeit
und Entwicklung



Guideline for the development volunteers service “weltwärts”¹

**Federal Ministry for Economic
Cooperation and Development
Bonn, 1 January 2014**

¹ “weltwärts” = “world-wards”

Contents

- I. Preamble
- II. Aims
- III. Framework conditions
- IV. Education and mentoring
- V. South-North component, accompanying measures and post-assignment activities
- VI. Legal and financial arrangements
- VII. Final provisions

References

I. Preamble

The *weltwärts* programme is a scheme aimed at facilitating and fostering volunteer service in the field of development for young adults aged between 18 and 28 in countries included on the OECD/DAC list of developing countries and territories². Funding for the programme is provided by the Federal Ministry for Economic Cooperation and Development (BMZ). Volunteers complete a period of informal service in the area of development learning and education, which opens up for them the extensive opportunities afforded by “global learning” and gives them the motivation and support to get involved in development issues and in civil society in ways that go beyond their volunteer service.

Germany has a broad range of established civil society executing agencies and sending organisations offering schemes for development-oriented volunteer work. The concept therefore envisages a volunteer service that is implemented through existing organisations, without special legislation, using streamlined procedures.

The *weltwärts* development volunteers service is a joint operation between the BMZ and the civil society sending organisations that are approved by the *weltwärts* programme. The way in which the programme is structured and developed further is the joint responsibility of the BMZ, the civil society associations of the sending organisations and representatives from among the returning volunteers, via the programme steering committee.

Moreover, *weltwärts* volunteer service is carried out on the basis of cooperation with participating partner organisations in the Global South.

Under a three-year pilot phase, running until 2016, volunteers from the *weltwärts* partner countries will complete placements in Germany (South-North component), the aim being to facilitate an exchange which is as equitable as possible (see section V. 1.).

In addition to funding for actually sending young people on assignments, funding is also to be provided for accompanying measures and post-assignment activities.

During implementation of the *weltwärts* programme, the principle of gender equality shall be actively promoted by those participating in the joint operation.

II. Aims

A major aim of the *weltwärts* programme is to introduce young people to development issues, encourage their interest and involvement in development and enable them to undertake volunteer service in placements that are suitable for this purpose. The *weltwärts* programme gives young people the chance to take part in volunteer service in the field of development irrespective of their financial standing.

² Also known as the “DAC List of Aid Recipients” or “DAC List”. OECD stands for the “Organisation for Economic Co-operation and Development”, DAC for the “Development Assistance Committee”.

The development volunteers service *weltwärts* makes an effective contribution to development-oriented information and education work in the spirit of “global learning” and towards nurturing a new generation of young people interested in working in the field of development. It enhances intercultural understanding and helps increase awareness and acceptance within society of how development issues impact on our future. In addition to acquiring a knowledge of foreign languages and examining development topics, volunteers also learn about intercultural communication, socio-cultural cooperation and social responsibility, all of which are valuable skills, especially in an increasingly globalised society.

The development volunteers service *weltwärts* is also instrumental in strengthening civil society structures in the partner countries as well as in Germany. The host organisations and their target groups benefit from the support provided by the volunteers and the related exchange with them. The volunteer service also encourages networking among civil society organisations in Germany and in the partner countries.

An integral part of the development volunteer service is analysing the activities carried out before, during and after assignments. This provides volunteers with the inspiration and ideas they need to continue their involvement in development. Cooperation with other development actors is desirable in order to create closer links between volunteer services, development actors in Germany and the initiatives of volunteers who have returned from assignments abroad.

III. General framework

1. Profile of the volunteer service

Volunteers work full-time in assignments run by the host organisations. These assignments involve activities that are conducive to the public good and enable the volunteers to learn about global development issues. The service as a volunteer is educational, but it is also real work and calls for a high level of commitment and dedication.

Volunteers on the *weltwärts* programme may be assigned to any of the countries on the OECD/DAC list of developing countries and territories. In the same way, volunteers from these countries are hosted in Germany under the South-North component of the programme. Host countries also need to meet all of the relevant security-related criteria for the volunteer service, and the travel advice and warnings against travel issued by the Federal Foreign Office should be followed. Host countries must also be prepared to issue the necessary residence permit for the volunteer service and – if required – a work permit.

Particular consideration should be given to African countries as the German government places a high value on cooperation with these countries in its development policy.

The length of the voluntary service assignments ranges from a minimum of 6 to a maximum of 24 consecutive months. In order to ensure the necessary integration of the volunteers into the structures of the partner organisation, the usual period is 9 to 15 months. Volunteers must be granted reasonable holiday entitlement. This is normally in line with the usual statutory

arrangements in the country concerned, but will be no less than 20 days for an assignment lasting one year. If the duration of the assignment in months is shorter or longer than one year, the holiday entitlement is reduced or increased proportionately.

Induction and training periods in the host country count as part of the assignment period.

The sending organisation, host organisation and the volunteer sign a written agreement containing binding provisions on all aspects that are relevant for the success of the volunteer service and the cooperation between the parties. After their return to Germany, volunteers receive a certificate which is awarded jointly by the sending and the host organisation.

2. Volunteer profile

The *weltwärts* programme is aimed at young adults, aged between 18 and 28, who

- are German citizens or non-German citizens who are permanently resident and have the right of residence in Germany;
- either have completed a vocational training course after graduating from school at 15 or 16; or have graduated from secondary school at 18 or 19 having passed the school-leaving examination qualifying them to enter higher education; or can offer other proof of their suitability for volunteer service, and prove that they have relevant experience;
- as a rule, have a good basic knowledge of a language spoken in the host country;
- are open-minded, eager to learn and are team players who are interested in the conditions under which people in the partner countries live, and are prepared to work with dedication in the country to which they are sent;
- are willing to work full-time in order to support projects run by host organisations in the partner countries that are making an important contribution towards development;
- agree to take part in a training and mentoring programme run by the sending organisation; and
- are prepared, upon returning home, to use their experience to make an active contribution to development education work in Germany.

In justifiable individual cases, volunteers aged 17 may also take part in the programme provided that special conditions are in place and that these are complied with (namely a strategy for the protection and safety of minors abroad).

The volunteers participate in the volunteer service under their own responsibility – helped and supported by the sending and host organisations. They are actively involved in ensuring that suitable health care is arranged and take responsibility for complying with safety requirements and conducting themselves appropriately in the host country. They are prepared to provide their sending organisations with regular and adequate feedback regarding their assignments and to take part in surveys upon their return for the purposes of quality management in the *weltwärts* joint operation (e.g. survey of returning volunteers).

The programme is to be open to a broad cross-section of young adults. With this in mind, the actors involved in the *weltwärts* programme shall help to provide young people who display the interest

and personal maturity required for volunteer assignments in the field of development with the opportunity to take part in volunteer service. In an effort to make the programme more socially inclusive and diverse, consideration shall be given to target groups which until now have been poorly represented in volunteer service.

As a basic principle, it is not possible to carry out a second stint as a development volunteer under this programme.

3. Profile of the places of assignment and host organisations

As host organisations, the local partner organisations make a substantial contribution to the success of the volunteer service. They ensure that volunteers are given proper induction, opportunity to carry out their assignments, as well as support from the moment they arrive in the host country. Volunteers are integrated into the respective host organisation.

In order to guarantee comprehensive support as well as induction and instruction in their work, each volunteer is allocated a qualified mentor who is responsible for them and can be easily reached. It should be noted that the mentors are not members of staff working directly with the volunteer.

The host organisations also work together closely with the sending organisations on the basis of clear arrangements and goals as well as a written agreement. They are involved in the selection of volunteers. If difficulties emerge or emergencies arise, the host organisations shall take any necessary steps, together with the sending organisations, without delay.

Each of the selected places of assignment and the assignments themselves offers volunteers the chance to learn about global development issues. In this respect, the places of assignment work with marginalised target groups, take environmental sustainability into account or deal explicitly with other issues of development policy. The sectors in which assignments are carried out are based on the BMZ's priority areas and focal topics of development, provided that the particular assignment and assignment environment are suitable for service by a volunteer³.

For the volunteer service to be a success, it is crucial that the views and requirements of the partner are taken into account. In particular, the hosting organisation must have an explicit need for temporary volunteers with a clear timeframe and goals for the work to be done.

Volunteers must not be used to fill paid positions. In particular, there must be a reasonable ratio between the number of volunteer posts at a place of assignment and the number of staff employed by the partner organisation. In order to avoid replacing regular paid jobs and to guarantee an intercultural learning experience for *weltwärts* volunteers, no more than two volunteers should work at the same place of assignment. In terms of the way in which it is structured, the assignment must ensure that the demands it places on volunteers are sufficient but not excessive.

³ Suitable topics include poverty reduction, education, promoting democracy, (renewable) energies, food security/rural development, peace, health and population policy, climate-friendly development, human rights, migration, social security, urban development, environmental protection and resource conservation, water, economic development.

4. Profile of the sending organisations

The sending organisations bear overall responsibility for the success of the volunteer service. They act as the point of contact between the volunteers, the host organisations, the local places of assignment and German society. They work closely in partnership with suitable and experienced host organisations in the partner countries, on the basis of clear agreements and goals.

Under the *weltwärts* programme, volunteers can be sent abroad by non-profit legal entities which

- a) have their headquarters in the Federal Republic of Germany;
- b) directly and exclusively serve tax-privileged purposes within the meaning of sections 51 to 68 of the German Fiscal Code;
- c) prepare volunteers for service in the partner countries, send them on assignment and provide them with support;
- d) can prove that they have the technical know-how, staff, organisational capacity and experience abroad that enables them to permanently fulfil their tasks and obligations as set out under this guideline;
- e) have an overall mentoring strategy that complies with the requirements of this guideline and the *weltwärts* Catalogue of quality standards;
- f) have been granted certification by an inspection body authorised for the *weltwärts* volunteers service⁴; and
- g) actively contribute to the *weltwärts* quality management system by virtue of their membership of a quality association.

Sending organisations for the *weltwärts* programme are approved by the BMZ, or by a representative authorised by the BMZ, on the basis of a written application which is submitted together with the necessary supporting documents. Notification of any relevant changes in relation to points a) to g) above must be provided where necessary and may be requested either by the BMZ or the authorised representative.

The tasks of sending organisations are, in particular:

- to select assignments in the host country and provide support for them;
- to find and select applicants, provide them with orientation and prepare them for the assignment;
- to ensure that volunteers have board and lodging as well as insurance, to actively help volunteers make sure that they have adequate health care and to assist them with the organisational preparations in connection with the stay abroad;
- to check and ensure in good time that the necessary residence permit (visa, work permit if required) for the volunteer service has been obtained. The statutory requirements of the host country must be met;

⁴ A reasonable transition period having been given, agencies are to have been certified by the assignment year 2015/2016.

- to ensure that volunteers are given ongoing support;
- to have in place appropriate strategies and structures for the safety and security of volunteers and for crisis situations and to arrange a contact person for the volunteers who is available around the clock; and
- to provide a comprehensive programme of training and mentoring for volunteers (cf. section IV.).

On this basis, approved sending organisations may apply for funding for all components of the *weltwärts* programme. However, this does not mean that they are entitled to receive such funding.

Under the funding arrangements, the sending organisations must comply with the agreed reporting duties. The sending organisations and the respective host organisations enter into an agreement regarding the basic principles of financing. If requested by individual actors, they shall disclose full details of their financing and the relevant information will be published in their annual reports. The sending organisations will also take part in statistical surveys or evaluations relating to the volunteer service commissioned either by the BMZ or by a representative authorised by the BMZ.

The sending organisations must document their activities in the form of annual business and financial reports that are open to the public. No funding will be forthcoming for organisations that present dishonest or misleading information.

Once they have been approved, suitable organisations without previous experience of development and international volunteer services can begin with a limited number of volunteers, so as to gain the requisite experience. In such cases, these organisations may be certified by an external inspection body in accordance with section III. 4. f) following a reasonable transition period.

IV. Education and mentoring

The sending organisations are responsible for education and mentoring. This takes the form of educational activities and the exercise of a duty of care by the sending organisations towards volunteers, in accordance with the tasks for organisations as listed under section III. 4.

To this end, the sending organisations present a mentoring strategy for the development volunteers service *weltwärts* that has been coordinated with their partner organisations and that focuses on development policy. This strategy is implemented jointly by the sending organisations and the partner organisations. The mentoring strategy covers the preparation of volunteers, support provided during the assignment abroad as well as follow-up activities.

Education and mentoring includes, in particular:

- a) examining aspects relating to content and methodology. These aspects are geared towards global learning and promoting involvement in development issues among volunteers once they have returned from their volunteer service;
- b) specifically addressing development issues and requirements in the educational measures;

- c) introducing volunteers to the actual living and working conditions in the host country, as well as to the respective foreign language (if necessary through language courses offered both before and during the assignment);
- d) providing information regarding the health care and health protection that are required, as well as on the general security situation in the host country and on the contingency plans in place;
- e) discussing the general requirements and the volunteers' own role in the volunteer service with the aim of reaching a clear understanding about the assignment and the conditions in the assignment location, and complying with general codes of conduct (including engaging in political activities);
- f) evaluating, processing, and reflecting on experiences gained during the volunteer service;
- g) actively helping returning volunteers to pass on what they have learned and to engage in development cooperation after their return; and
- h) promoting networking among current and former volunteers as well as between volunteers and development organisations and initiatives.

The education and mentoring programme should give appropriate attention to each of the priority fields of learning listed under a) to h).

In total, the educational measures add up to at least 25 days of compulsory seminars. The orientation and preparation phase should account for at least 12 days, plus 5 days for the mid-term seminar and 5 days for the seminar for returnees. The remaining 3 days can be used flexibly as needed, including for attending seminars or courses in development or other specialist areas over a period of up to six months after the volunteers return to Germany. Of the 12 seminar days for orientation and preparation, at least 7 seminar days must take place in Germany prior to the volunteers' departure. Language courses may not be counted as compulsory seminar days.

The sending organisations shall ensure that the quality of the seminars remains at a consistently high standard by employing teaching staff and subject specialists. The volunteers play an active role in structuring the content of the seminars.

V. South-North component, accompanying measures and post-assignment activities

1. Pilot project South-North component

Within the context of a measure designed to promote exchange on an equal footing between the Federal Republic of Germany and the partner countries, the South-North component – starting as a three-year pilot phase (2013-2016) – will enable motivated candidates from the partner countries to undertake development assignments in Germany. Just like the volunteers who are sent to the partner countries, these candidates will be deployed in similar areas that serve the public interest, and will gain a better understanding of what life in the country is really like. The seminars accompanying the assignment will help the volunteers to reflect critically on their experiences and to relate them to life in their own country.

In addition, exchanges with international volunteers will help to create interest in and raise awareness of development issues among target groups in Germany that have not been addressed thus far. Where appropriate, volunteers will get involved in development education work and help facilitate interaction on an equal footing between partners from both the Global South and the Global North in our One World regarding ideas, approaches and development cooperation in practice.

During the three-year pilot phase, which is to be carried out in cooperation with Germany’s Federal Voluntary Service, the current version of the strategy for the “Pilot project South-North component of the *weltwärts* programme” will serve as the framework for the realisation of the South-North component. The strategy essentially applies the provisions of the present guideline to the specific conditions for hosting international volunteers. Under the South-North component, the German host organisations bear overall responsibility for the implementation of the volunteer service.

2. Accompanying measures

The primary purpose of the accompanying measures is to enhance not only the quality of the *weltwärts* programme but also its intended impact in terms of development policy, and overall to help strengthen the programme’s profile. The focus of the accompanying measures is on the following areas:

- improving the quality of the programme;
- supporting the integration of groups which in the past have only participated in volunteer assignments on a very limited scale (e.g. vocational school graduates, people with disabilities);
- training those persons in the partner organisations who are responsible for guiding and mentoring the volunteers;
- strengthening cooperation and networking among the partner organisations abroad;
- strengthening cooperation and networking among participating *weltwärts* actors in Germany; and
- strengthening the *weltwärts* structures in the host countries (including the instrument of country contact persons, which is initially being conducted on a pilot basis until 2015).

Provided that they are domestic non-profit legal entities, all of the approved sending organisations and their unions, consortia and networks (e.g. associations), as well as associations of volunteers who have returned from abroad are entitled to apply for funding.

Detailed funding information can be found in the “*Konzept für die Förderung von Begleitmaßnahmen im Rahmen des weltwärts-Programms*” (Strategy for the promotion of accompanying measures under the *weltwärts* programme).

3. Post-assignment activities

Encouraging and supporting the work of returning volunteers is an integral component of the *weltwärts* programme as a whole. In order to enable subsequent activities to be carried out by and for the benefit of volunteers who have returned from the *weltwärts* programme, funding can be provided for post-assignment work measures.

Post-assignment work is the work carried out by and with *weltwärts* volunteers towards the end of the structured and formal framework of the *weltwärts* programme. This work is carried out based on the own initiative of the returning volunteers and on the learning process initiated by the experiences gained from the *weltwärts* programme. Post-assignment work is geared towards involving volunteers in civil society and, in particular, in development work. Furthermore, it offers former volunteers a broadened field of learning and activity following the assignment.

The aim of post-assignment activities is to further strengthen the potential of the volunteers to act as multipliers and to capitalise on this potential through targeted measures of assistance and support. In particular, the work performed by volunteers returning from their assignments should make an effective contribution to development work in Germany.

A major component of development work in Germany is development education work. This covers all global learning measures which help people to examine development issues, encourage them to become involved in such activities themselves, and contribute to raising awareness and creating acceptance in Germany of development issues.

Applications for financial support for post-assignment measures may be made by all approved actors in accordance with the "*Konzept weltwärts - und danach? Die Rückkehrarbeit der weltwärts-Freiwilligen nach ihrem Freiwilligendienst*" (*weltwärts* strategy – what next? Post-assignment work by *weltwärts* volunteers returning from volunteer service).

VI. Legal and financial arrangements

1. Funding

For the implementation of the *weltwärts* programme, the funding legislation stipulations and administratively agreed regulations that are currently in force shall be binding. Following the procedure for obtaining funding is the responsibility of the sending organisations.

Under the principle of shared financing, a maximum of 75% of the costs incurred by sending organisations for assignments are eligible for funding. The funding received is currently limited to a maximum of 580 euros per volunteer per month, plus health care costs:

- a) up to 230 euros may be used to cover costs for special educational support (training and mentoring, as well as staff costs, cf. task description in section III. 4.);

- b) up to 350 euros may be used to cover costs for carrying out the assignment (including, for example, pocket money, board and lodging, insurance, agency staff costs as well as volunteers' travel costs incurred in connection with the assignment);
- c) over and above the maximum funding amount mentioned above, and on a subsidiary basis, financial assistance can be given to meet the costs for health care (international health insurance, specific and necessary vaccinations, preventive treatment and advice, insofar as these items are not covered by other sources).

Up to 20% of the respective amount in the cost schedule can be transferred between uses a) and b) without the prior approval of the funding organisation.

Under items a) und b), any costs for *weltwärts*-related support provided to partner organisations at local level – and which can be ascribed to these categories – are eligible for funding, as are reasonable administration costs.

In justifiable cases, a reasonable level of in-kind contributions made by the partner organisations for board and lodging may be taken into account under the share of funds to be provided by the sending organisation itself.

Additional costs are borne by the sending organisation from its own financial resources.

In justifiable cases and upon request by the sending organisation, additional costs of essentially no more than 600 euros for each month of volunteer service may be covered, provided the costs are used to ensure social inclusion (especially of volunteers with disabilities). This is in addition to the regular funding provided for assignments in accordance with section VI. 1. a) to c). Only additional requirements arising in connection with the volunteer service are eligible for funding. If the recipient of the funding is unable to provide any more of its own funds in order to cover this additional requirement, the amount of funds to be contributed by the sending organisation itself can be limited to a total of 210 euros per volunteer month.⁵

The sending organisation must provide at least 25% from its own funds. This own share in a sending organisation's total costs that are eligible for funding may be financed by third-party funds provided that the funds in question are not federal funds. Third-party funds must be identified accordingly in the funding application.

Volunteer assignments which already receive funding under other volunteer services are not eligible to receive financial support from the BMZ. Upon request, sending organisations shall provide full disclosure of any funding they receive.

As a basic principle, funding for accompanying measures and post-assignment activities is restricted to 75% of the total costs that are eligible for funding. Only in justifiable exceptional cases, and where there is a particular interest on the part of the federal government, may the share of financial support provided from federal funds be increased with the consent of the BMZ.

⁵ Entitlements to cash benefits, services or benefits in kind for social protection and inclusion regularly received by the volunteer in Germany in accordance with Books IX, XI and XII of the Social Code may not be substituted for the duration of the assignment using funds from the *weltwärts* programme.

Details on the funding provided and how this is invoiced can be found in the current version of the "*Leitfaden zur Mittelverwendung und Mittelabrechnung für das weltwärts-Programm*" (Guideline for using and invoicing funds from the *weltwärts* programme).

2. Funding for the South-North component

Contrary to section VI. 1., the maximum level of funding available for hosting volunteers from the partner countries in Germany is 880 euros. The items listed above under section VI. 1. are accounted for in this sum as follows: a) with funding of up to 180 euros, b) with funding of up to 500 euros, and c) including social security, with funding of up to 200 euros.

3. Benefits and insurance cover for volunteers in the North-South programme

The volunteers will receive adequate pocket money, as a rule 100 euros a month, and travel expenses (to cover international travel, travel to seminars and, if necessary, assignment-related travel costs in the host country) from the sending organisation. The sending organisation also pays for the volunteer's board and lodging.

The sending organisations are free to decide whether to cover the costs of any visa that is required or the travel costs to selection seminars/workshops.

The sending organisations do not charge any fees for placing volunteers or for processing applications.

The sending organisations are obliged to insure volunteers for the full term of their assignment abroad. The insurance cover shall comprise, as a minimum, international health insurance, accident insurance including invalidity and death (insured amount of 200,000 euros with a multiplying factor of 225%), third-party liability and repatriation insurance.

The volunteers are themselves responsible for keeping up their health and long-term care insurance at home in Germany during their stay abroad. The sending organisations provide the volunteers with information regarding their insurance situation prior to the conclusion of a contract and assist volunteers with arranging appropriate cover in Germany in good time.

4. Volunteer contributions

Any relevant activities which will help volunteers prepare for their assignment abroad not only make sense from an educational perspective but are also strongly encouraged. For instance, once the volunteers have been selected for the programme, they will be expected to begin helping the sending organisations – starting in the preparatory phase – with work that needs to be carried out for the volunteer programme or the partner organisation. Examples of ways in which this can be done include assisting at information events held in schools, at Christmas markets or via fundraising groups set up by volunteers.

It is expressly stated that fundraising must not be made a precondition for participation in the volunteer service. The share of donations collected must account for no more than 25% of the costs eligible for funding per measure⁶. The selection of volunteers and their participation in such programmes is based solely on the personal qualities and interests of the young people and may not be made dependent on the level of donations raised. This must be explained accordingly and clearly communicated to volunteers by the sending organisations.

The sending organisations shall give special consideration to and encourage suitable applications from young people from a low-income or migrant background, as well as from candidates with a disability.

5. Administrative procedures

The administrative and financial arrangements for the programme are handled by the *weltwärts* Coordination Unit at ENGAGEMENT GLOBAL gGmbH. To this end, individual sending organisations or their networks, or associations of returning volunteers, submit an application for volunteers to be sent, or for funding to be provided for accompanying measures or post-assignment activities by the deadlines published by ENGAGEMENT GLOBAL gGmbH. Based on the statutory funding regulations as set out in sections 23 and 44 of the German Federal Budget Code, in the related administrative regulations as well as in the annexes (for example "*Allgemeine Nebenbestimmungen für Zuwendungen zur Projektförderung [ANBest-P]*" (General Auxiliary Conditions for Grants for the Promotion of Projects)), ENGAGEMENT GLOBAL gGmbH and the sending organisations enter into private-law contracts relating to the assignments or accompanying measures and post-assignment activities for which they have submitted an application. ENGAGEMENT GLOBAL gGmbH must be notified immediately of any changes relating to the content or financial arrangements of the project (cf. also No. 5 ANBest-P). Notification must also be provided immediately in the event of volunteers dropping out, cancelling, switching assignments or extending their volunteer service during the term of the project.

Sending organisations that do not meet the standards and criteria laid down in this guideline are excluded from any financial support. Any breaches of this guideline, non-compliance with the terms of funding as per the contractual agreement between ENGAGEMENT GLOBAL gGmbH and the funding recipient, as well as breaches of the procedures set out in the "*Leitfaden zur Mittelverwendung und Mittelabrechnung für das weltwärts-Programm*" (Guideline for using and invoicing funds from the *weltwärts* programme) may result in funding being reclaimed or withdrawn and also in the sending organisation's approved status being rescinded.

Cooperation between the individual sending organisations and the creation of consortia is welcomed. Such arrangements must be fully disclosed in both the application process and in reporting. In the event of cooperation between approved and non-approved sending organisations for carrying out parts of the required tasks, it is always the approved *weltwärts* sending organisations

⁶ Donations which exceed the share of prescribed own funds may reduce the level of financial support provided (cf. No. 2 of the "*Allgemeine Nebenbestimmungen für Zuwendungen zur Projektförderung [ANBest-P]*" (General Auxiliary Conditions for Grants for the Promotion of Projects)).

that have overall responsibility for ensuring that the volunteer service is carried out in accordance with this guideline.

VII. Final provisions

The "Guideline for the development volunteers service 'weltwärts'" entered into force on 1 January 2014 and replaces the previous "Guideline for the development volunteers service 'weltwärts'" published on 1 August 2007.

The provisions of the earlier guideline of 1 August 2007 remain applicable to co-financing agreements concluded prior to this guideline entering into force if the rights afforded to the recipient of funding under the 2007 guideline are more extensive than under this guideline.

With the entry into force of the present guideline, the requirement under the guideline of 1 August 2007 for each individual assignment to be approved shall no longer apply for sending organisations that have either been certified in accordance with section III. 4. f) or have already begun and are committed to completing the certification process.

References (not part of the guideline)

The following documents and strategies relating to the *weltwärts* programme are referred to in the guideline:

1. OECD/DAC list of developing countries and territories
2. Leitfaden zur Mittelverwendung und Mittelabrechnung für das weltwärts-Programm (Guideline for using and invoicing funds from the *weltwärts* programme)
3. Qualitätsanforderungskatalog im weltwärts-Programm (*weltwärts* Catalogue of quality standards)
4. Konzept für die Förderung von Begleitmaßnahmen im Rahmen des weltwärts-Programms (Strategy for the promotion of support measures under the *weltwärts* programme)
5. Konzept weltwärts - und danach? Die Rückkehrarbeit der weltwärts-Freiwilligen nach ihrem Freiwilligendienst (*weltwärts* strategy – what next? Post-assignment work by *weltwärts* volunteers returning from volunteer service)
6. Strategy for the pilot project South-North component

The current versions of these documents are available from ENGAGEMENT GLOBAL gGmbH or via the website www.weltwaerts.de.

No.	Area	#	Requirements / targets
1			
1.1	Policy & strategy	A	The partner and sending organisations work in close partnership.
		B	The sending organisation's vision statement makes reference to the scope and aim of the volunteer service. Reference is made to the following aspects: <ol style="list-style-type: none"> 1. global learning with a view to promoting sustainability and global responsibility, 2. <i>weltwärts</i> is designed as a development learning service, 3. encouraging returning volunteers to remain involved is an explicit target.
1.2	Public relations	A	The sending organisation makes clear the development policy goals and expected outcomes of the volunteer service, with <i>weltwärts</i> being presented as a joint scheme involving the German government and other organisations.
1.3	Finance	A	Agreements are made between the sending and the partner organisation regarding funding policy.
		B	Funding arrangements are transparent for everyone involved (including the fact that fundraising/making donations is strictly voluntary).
		C	Transfers are made on time.
1.4	Education and mentoring	A	The sending organisation has a specific strategy for mentoring development volunteers which it implements together with its partner organisations.
		B	Education and mentoring for a total of 25 days is ensured: <ul style="list-style-type: none"> • 12 days of orientation and preparation (at home and/or abroad), • at least 5 days for the mid-term seminar, • 3 days to be used flexibly, • 5 days for the seminar for returnees.

No.	Area	#	Requirements / targets
		C	The sending organisation gives volunteers the chance to actively contribute to the seminars.
		D	Properly qualified staff are tasked with teaching/mentoring. A reasonable staff to volunteer ratio is ensured.
		E	Returnees are involved in the work of educating and mentoring.
2			
2.1	Approval and selection of places of assignment	A	The place of assignment is suitable for development learning, exposing volunteers to development issues, i.e. the staff at the place of assignment 1. works with marginalised target groups, 2. seeks to promote ecological sustainability, or 3. is explicitly engaged in other development-related areas.
		B	The place of assignment is basically suited for volunteer work. It is clear from the start that neither too much nor too little will be expected of the volunteers. Any specific requirements that volunteers must fulfil will be clearly stated as part of the selection process. There is a reasonable ratio between the number of volunteer posts in a partner project and the number of staff employed by the partner organisation.
		C	A profile of the place of assignment (goals, tasks) is provided in written form, including an explanation of why volunteers are needed. The partner organisation and place of assignment are involved.
2.2	Zero impact on the labour market	A	Volunteers must not be used to fill paid positions (a tandem / assistant solution may be adopted).
2.3	Agreement with place of assignment / partner organisation	A	A common understanding of the role of volunteers exists / is in the process of being framed.

No.	Area	#	Requirements / targets
		B	The sending and partner organisations conclude a written agreement.
		C	Volunteers work full time and are entitled to statutory holiday in the country concerned; the duration of an assignment is 6-24 months.
2.4	Information for candidates	A	Initial information is made available in a handout.
2.5	Selection of candidates	A	The selection criteria, mutually agreed by the sending and partner organisations and the place of assignment, are clearly defined. <ol style="list-style-type: none"> 1. Suitability for a learning service, 2. suitability for work in the place of assignment, 3. willingness to remain involved after returning from service, 4. flexible criteria for underrepresented target groups.
		B	The partner organisation and place of assignment are involved in selecting the volunteers.
		C	The selection process provides useful guidance for the volunteers, helping them to make their decision.
		D	The selection procedure follows clear, predefined rules. The aim of the selection procedure is to assess the suitability of the volunteers.
2.6	Written agreement with the volunteer	A	The sending organisation concludes a written agreement with each volunteer that meets the requirements of the programme.
2.7	Organisational matters	A	Information and support are provided as regards social protection, insurance, legal requirements for residence and health care (vaccinations, important contacts in the host country, code of conduct).
		B	Appropriate insurance cover is in place.
2.8	Preparatory seminar	A	Volunteers receive proper preparation for their development learning service. Topics to be addressed at the seminar include: <ol style="list-style-type: none"> 1. self-reflection, 2. global contexts / sustainable development and individual responsibility / ways to play a part in addressing global challenges, 3. a clear understanding of the assignment and conditions on

No.	Area	#	Requirements / targets
			the ground, 4. civic engagement in development (including as future returnees).
3			
3.1	Crisis management	A	A written crisis management and contingency plan is in place.
3.2	Reporting	A	The sending organisation requires volunteers to give written feedback every 3 months.
3.3	Communication and cooperation between sending and partner organisations	A	Partner and sending organisations are in regular contact.
		B	The partner organisations are familiar with the <i>weltwärts</i> programme.
3.4	Technical instruction	A	Together with the partner organisation / place of assignment the sending organisation ensures that volunteers are given proper instruction, induction and support at their place of assignment.
3.5	Personal support	A	The sending organisation allocates a mentor / supervisor to the volunteers to ensure proper support.
3.6	Mid-term seminar	A	A mid-term seminar is held. Topics to be addressed include: <ol style="list-style-type: none"> 1. reflection, 2. stocktaking, 3. civic engagement in development, 4. global learning and 5. handling challenges.
4			
4.1	Seminar for returnees	A	A compulsory seminar is held for returnees. Topics to be addressed include: <ol style="list-style-type: none"> 1. reflection, 2. exchange of experience with other volunteers and 3. information on development-related engagement in Germany.

No.	Area	#	Requirements / targets
4.2	Certificate	A	Upon completion of their service, volunteers receive a certificate that is issued jointly by the partner organisation and the place of assignment.
4.3	Reporting	A	The sending organisation must ensure that volunteers present a systematic review of their development learning experience in the form of a report, film or similar.
4.4	Evaluation	A	The sending organisation evaluates the volunteering experience together with the volunteer and the partner, taking into account the review mentioned in 4.3.
5			
5.1	Information and qualification	A	The sending organisation provides comprehensive information to returnees on ways to remain involved in development work after completing their service, including information about qualification and funding.
5.2	Mobilising engagement	A	Returnees' efforts to share their experience and become involved in civil society and development work in Germany are actively supported by the sending organisation.

Volunteers from weltwärts partner countries serving in Germany

Pilot project
South-North Component
of the *weltwärts* program

- Strategy -

1. Objectives

The South-North component of the *weltwärts* program has the following objectives:

- ✓ to promote interaction, on an equal footing, between partners from our One World's Global South and Global North, and thus strengthen existing partnerships;
- ✓ to allow volunteers to grow personally in an informal learning process through personal interaction, intercultural exchange and the transfer of knowledge and experience;
- ✓ to strengthen civil society and especially the partner organizations in the South, which benefit as returned volunteers tell others about their experience and continue to be active in civil society; and
- ✓ to provide input and inspiration to development-related work within Germany. Interaction with international volunteers helps to get new target groups interested in development issues.

As the program pursues these goals, attention is given at all levels to gender equality.

2. Duration of assignment

In order to ensure that volunteers are able to integrate well into their host countries and working environments in terms of language and culture and are able to gain a meaningful understanding of development issues, the minimum duration of South-North assignments is 6 months, but the recommended duration is 12 months. Assignments may be extended to 18 months and, by way of exception in duly justified cases, to 24 months.

3. Volunteer requirements

With a view to social inclusion, the South-North component of the *weltwärts* program is open to a broad range of young adults from countries of the Global South.¹ For the service to be successful, volunteers should meet the following requirements:

¹ Participants in the South-North component must be from countries that are part of the OECD/DAC country list.

- Generally, volunteers are at least 18 and under 29 years of age when they start their assignment. In duly justified cases, people who are 29 years or older may participate by way of exception.
- They have completed secondary school or vocational training or hold a higher education degree, or are otherwise personally suitable.
- They are prepared to learn German before and after their departure for Germany, or already have basic language skills in German. Learning the language is absolutely vital if a volunteer's service is to become a success. However, thorough knowledge of German is not a precondition for participation if learning the language in the country of origin presents too big an obstacle. Language classes are part of the assignment.
- Participants are open to serving in an informal learning setting. They are willing to learn, interested in intercultural and development issues, and willing to contribute to the work of a relevant entity.
- They participate in all the components of the accompanying mentoring and training program.
- They are willing to get involved in civil society and share their experience upon returning to their home country.
- Desirably, they have already been active in the local *weltwärts* partner organization or other civil society organizations in their home country.

4. German host organization requirements

International volunteers in Germany may be hosted by agencies that have officially been recognized as *weltwärts* sending organizations and by *weltwärts* alumni associations, especially if the organization in question already has experience with hosting volunteers within Germany. Host organizations also need to have development and gender expertise, or be willing to acquire gender competence. They must demonstrably be able to handle the tasks they are charged with.

Not-for-profit organizations with experience in development that are headquartered in Germany may use the pilot phase of the South-North component to qualify for hosting volunteers under the *weltwärts* program.

The host organizations have the primary responsibility, in organizational terms, for ensuring that volunteers' service in Germany is successful. They work at the interface of sending organizations in the Global South, places of assignment in Germany, and the volunteers. Their tasks are, in particular:

- to coordinate with the sending organizations in the Global South and to help them build the institutional capacity to fulfill the tasks that have been laid down;
- to select and support entities that host volunteers: provide guidance on technical and development matters (e.g., advice, training and networking between an organization's own places of assignments and those at other entities), mediate in cases of conflict;
- to ensure suitable conditions for the volunteers in terms of board, accommodation, personal allowance, insurance, language classes, transport and visa/residence permit; the personal allowance is intended to enable the volunteers to take part in social life in Germany;
- to provide individual advice and assistance to volunteers and ensure that volunteers have support as they build social networks, thus facilitating integration outside the place of assignment;
- to engage with *weltwärts* alumni; and
- to hold seminars in Germany.

As it assigns volunteers to places, the host organization is responsible for taking into account each volunteer's specific potential and for enabling the volunteers to develop beyond gender stereotypes.

5. Accompanying mentoring and training

The sending organization in the Global South and the host organization jointly guarantee high-quality mentoring and training for the volunteers both in their country of origin and in Germany.

The accompanying mentoring and training program comprises the following elements:

- informing and advising interested people and applicants;
- selecting volunteers;
- providing support and advice on residence status and administrative aspects of the stay abroad;
- assisting with preparatory language classes;
- offering seminars and training;
- offering individual advice and assistance; and
- working with host entities and other persons or groups that play a role in the volunteer's life, for instance host families.

The mentoring and training is provided by educators and/or other appropriately qualified personnel. Gender issues are taken into account throughout the entire program. It is possible for several sending organizations from the Global South and/or several host organizations to provide accompanying programs together, especially if there are only a small number of volunteers.

There must be at least 25 days of *seminars and training*.²

- Orientation and preparation. Orientation takes place in the country of origin and at the beginning of the volunteer assignment in Germany. In the course of orientation and preparation, volunteers gain a clear understanding of their job as a volunteer and of the working and living conditions in Germany. They also discuss global issues.
- Support during the assignment. Accompanying seminars that are held throughout the period of assignment give volunteers a chance to reflect about their experience, life in Germany and their work at their host entity, and to examine intercultural and development issues.
- Political education seminar. There must be at least 5 seminar days of political education (pursuant to paragraph 4 in conjunction with paragraph 3 of Section 4 of the Federal Voluntary Service (BFD) Act) in cooperation with one of the BFD education centers operated by the Federal Office of Family Affairs and Civil Society Functions.
- Reflection seminar at the end of the assignment. This includes preparation for re-entry and reflection about personal options for the period after re-entry.
- Follow-up after re-entry. The sending organizations in the Global South actively support returnees in developing ideas on how to link their experience as volunteers with their day-to-day lives in their home

² Please note that Germany's Federal Voluntary Service requires proof of 25 in-service seminar days in Germany. In addition, the organization responsible needs to ensure that there are orientation and follow-up workshops in the volunteer's home country as laid down in this strategy.

countries, and they show them ways of getting involved in civil society and, in particular, in development.

Personal support is provided by designated contact persons from the sending organizations in the Global South, the host organization in Germany, and by mentors designated by the host organization and/or the entity to which the volunteer has been assigned.

Cooperation with host entities and host families. The host organization ensures that the host entity will introduce the volunteer to his or her job and provide instruction. The host organization pays at least one visit to the host entity during the service of the volunteer.

In addition to providing support to volunteers, the host organization also needs to ensure that potential host families and other contact persons in the volunteer's living environment receive proper support before and during the volunteer's stay.

Peer-to-peer approach. Learning, especially in terms of global learning and language skills, is to be fostered through contacts between future, current and former volunteers both in sending and in host countries. Specifically, this peer networking approach is meant to encourage interaction between North-South and South-North volunteers, thus giving alumni further options for involvement.

6. Host entity requirements

Volunteers work full-time in not-for-profit organizations. Places of assignment may be at cultural, social, education, environment/nature conservation, or sports institutions. Institutions concerned with development education are particularly suitable.

Volunteers are fully integrated in their host entities. Induction and training periods count as part of the assignment period. Learning the language is of particular importance and may, if necessary, be pursued continuously and systematically over several months. The assignment is primarily considered a learning service and is a combination of training and volunteering with a high level of commitment. The host entity must have an express need for temporary volunteers with a clear timeframe and goals for the work to be done. The volunteers must be valued; they must be given proper induction, work and support. Volunteers must not be used to fill paid positions.

For the volunteer service to become a success, it is crucial that the host entity be willing to accept and make provision for the special characteristics of a *weltwärts* assignment in Germany. Host entity workers must be open for self-reflection and intercultural learning, and they must be aware of the special challenges of hosting an international volunteer, and of the special needs of international volunteers. In order to enhance their skills in terms of interacting with the volunteers, host entity workers liaise closely with the host organization. The host organization facilitates exchange of experience between host entities. The *weltwärts* program also sponsors training programs for host entity workers.

During the pilot phase, an entity may only host volunteers if it has been recognized under Section 6 of the Federal Volunteer Service Act (BFDG) by the Federal Office of Family Affairs and Civil Society Functions (BAFzA).

7. Sending organization requirements

Under the South-North component of the weltwärts volunteers service, it is, as a rule, weltwärts partner organizations in the Global South that become sending organizations. Their central role in the Global South contributes significantly toward strengthening the partnership and facilitating interaction on an equal footing.

The sending partner organizations in the Global South have the following tasks in particular:

- publicizing the program among the target group in a non-discriminatory and gender-sensitive manner;
- inviting applications and selecting applicants, with equal attention being given to women and men;
- offering pre-assignment orientation and post-assignment follow-up workshops and encouraging alumni to become involved in civil society;
- staying in touch with volunteers and assisting them with administrative matters, for instance visa application.

They carry out their work in close consultation with the coordinating host organizations in Germany. The program responds to the diversity and varying capacity of partner organizations in the Global South by helping them to form networks. For instance, several sending organizations may carry out the said tasks in cooperation. Organizations with less experience may be trained by organizations that already have the requisite skills. Where appropriate, they may let other sending organizations carry out some of the tasks. If it is not possible for a sending organization to engage in this type of cooperation, it may temporarily let the host organization carry out those tasks that it cannot yet carry out itself.

The sending organization must present a binding plan that shows how it will gradually assume more and more tasks related to preparation and follow-up as well as the promotion of alumni's civil society involvement.

For an organization to take part in the program, it needs to have, as a minimum requirement, entities in the Global South that are able to guarantee volunteers' basic preparation prior to their departure, are able to do public relations work and can take part in selecting volunteers. Basic preparation takes place at a seminar or a multi-day orientation.

Sending organizations need to have gender expertise, or be willing to acquire gender competence.

8. Pilot phase, quality assurance and evaluation

The South-North component of the *weltwärts* program will start with a three-year pilot phase.

The pilot phase will be monitored by a working group set up by the *weltwärts* program steering committee. All stakeholders involved will be represented on the working group. This South-North Working Group may carry out various consultations and regular checks on the component. On that basis, it may readjust the component in the course of the pilot phase. There will be a special focus on the perspective of the sending organizations in the Global South and on the experience of the South-North volunteers.

During the pilot phase, implementation of the South-North component will be based on cooperation with the Federal Volunteer Service at places of assignment that have been recognized by the Federal Office of Family Affairs and Civil Society Functions.

After three years and a minimum of three groups of South-North volunteers, the new component will be subjected to external, independent evaluation. The purpose of the evaluation is to gain insights into the South-North component of the *weltwärts* program and to make recommendations for its further development. The terms of reference for the evaluation will be drawn up by the Federal Ministry for Economic Cooperation and Development (BMZ) and the *weltwärts* Coordination Unit (Kww) in cooperation with the South-North Working Group. The BMZ will provide adequate funding for the evaluation.

During the pilot phase, the *weltwärts* quality alliances will assist with quality management and quality assurance for the South-North component. Quality assurance for the component will be further developed as part of the evaluation.

C3. Values, cultures and prejudices

Stakeholder: Johannes Dümmler and Marcel Schneider; Participants: Fr. Francis, Consuelo, Paulin, Ursula, Sarah, Peter, Gisela, Lilian and Sabine

Introduction

Marcel and Johannes both work as intercultural trainers. They provide these trainings as well to volunteers throughout the educational accompaniment of their service. The training design extends to two days, focusing on the topic of intercultural communication and learning.

The following description tries to give an insight in the workshop.

1. Values

The first step towards the huge subject is to collect values or better “virtues” of every participant's homecountry/culture, that are considered to be existent and commonly shared.

Hence different country groups are formed and each group collect eight values.

The results are presented and compared.

It is apparent to observe that the differences between the presented values of the East African countries, being represented in the workshop (Ruanda, Kenya, Uganda), are somehow minor in comparison to the values of the German group.

These differences especially focused the work and the life balance. Very often the German values are placed in the context of functionality (efficiency, punctuality, canniness, reliability, precision, etc.) of individuals whereas less values refer to the social life. In opposition to this, values and virtues for the groups from East African region are more concerning social relations (hospitality, generosity, respect, warmth and welcoming, etc.).

These very apparent differences in the prioritization of cultural values leads to the interpretation, that the mentioned values do not match each other or that they might exclude themselves.

But in contrast we believe that values are placed differently, depending on education, socialisation, the ongoing process of cultural assimilation and exchange etc. Each value has it's place in every individual, collective and cultural group; but only in different orders.

As a result of that, we assume that in order to learn interculturally, we have to figure out the different values of the person that leads him/ her to different behaviours. If we can identify this values, we can overcome the differences in the acceptance of the value of others as relevant as well as to one-self.

Now, interculturally learning means to be enriched by the process of revealing different values and to integrate them into the self.

2. Prejudices (angels and demons)

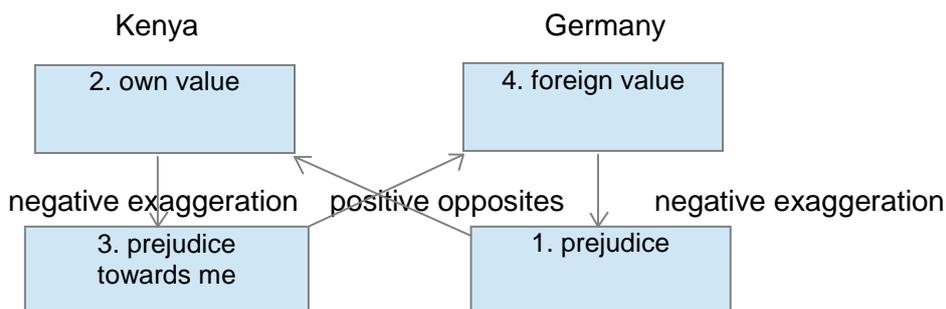
In order to step towards this learning process, it is essential to figure out and reveal our personal judgement of others as our values leads us inevitably to judgements. This is being visualized by the following example.

One person with the high value of flexibility in his head comes to a group of people, where this value is of less importance. This might lead to the perception of the abstinence of this mayor value and may even threaten the “foreigner”. Most probably the person may judge the habit of these people with the prejudice of unflexibility, stiff etc. (demons), whereas the people with whom he shares the value he feels close (angels).

3. Square of cultural values

The judgement spirale leads us only towards the prejudice and the perception of approving prejudices in reality. By the following method we try to offer a possibility to leave that and to go towards a revaluation of a foreign culture.

Assuming: a person from Kenya comes and lives in Germany.



The Kenyan may have the high value of flexibility. Confronted with many Germans who may not have this value as one of high importance, he may develop the prejudice, that Germans are inflexible. This is where we start the method of “the square of cultural values”.

1. My prejudice may be “Germans are inflexible”.
2. I look for the positive opposite which shows me my own value of flexibility.
3. If I imagine a person with different values to live in my flexible culture, I can assume their prejudice towards me/us by exaggerating my value to the negative overstatement, which may be chaos.
4. Easily one can find the foreign value now by just looking for the positive opposite of chaos: order

This method can help mentors, when they realize that volunteers fall into prejudice judgment spirales. You can use it to help volunteers to express their prejudices and to find a way out of it by revaluating what there is exactly behind the pre-judgement.

4. Exchange

In the workshop we are talking about different experiences with volunteers made by the mentors and other participants.

One is about a German girl who already finished university (she studied education science). She has had a hard time to handle groups of young girls in Uganda. Her planned activities didn't work out and she developed the judgment towards the girls, that they were not interested and constantly distracted.

We figured out, that this may be rooted in different educational systems of the different cultures. The educational systems of course reflect cultural values and dimensions. In this case, the individualistic activities that the volunteer worked out for the girls group may not have matched with the probably more collectivistic habit and expectations the girls were used to.

But the German volunteer was strongly influenced not only by her cultural socialisation but also by her scientific studies as well. So she has had some hard times to leave her convictions and come to a deeper understanding of the girls' expectations and needs. This could be a relevant insight for her in order to be satisfyingly working with the girls.

Implementing the instrument of "country contacts" within the weltwärts programme

1. Background

In the pilot phase of the *weltwärts* programme from 2008 to 2010, some very specific problems arose in some of the countries being partnered under the programme. The instrument being introduced here, that of dedicated country contact person in a selected number of countries, has been designed in response to these problems and is to be tested in a pilot phase. The BMZ and the organisations seconding personnel ("sending organisations" or SOs) have identified three areas that require action:

- Support is needed to help volunteers about to go abroad with their visa applications. Evaluation of the *weltwärts* programme and feedback from German embassies has shown that some sending organisations find it difficult to deal with the regulations governing entry to and residence in certain countries. This is because, sometimes, a partner country's administrative processes lack transparency, or there are special conditions which need to be taken into account. As a result, the SOs and the volunteers they send abroad often end up violating laws governing rights of residence. This, in turn, places a heavy burden on Germany's embassies in the partner countries concerned, since they have to become involved in messy application processes for residence permits and are forced to intervene when applicants contravene relevant regulations.
- Assistance is also required in assessing the security situation in partner countries as well as what support would be needed if there were a crisis in one of them. It has become obvious that, in some partner countries, contact persons are needed to help support the SOs own crisis management and, if necessary, liaise with the German embassies in those countries.
- Another reason why, in some countries, the support of a country contact would be useful is the high number of volunteers sent there. Wherever there are a large number of volunteer workers, working for a variety of sending organisations and partner organisations, the local German embassy could use a dedicated contact person who is fully acquainted with the structures and processes of the *weltwärts* programme and the actors involved, and knows what stage of implementation the programme has reached.

It is as a result of these considerations that the instrument of a 'country contact' was devised, with the idea that such a contact person could meet the need for support identified among the various actors involved in the programme.

2. Objectives and tasks

a) Objectives behind the instrument:

- to enhance the safety of the volunteers through greater awareness of the security situation, and to improve the security and crisis management of the sending organisation (SO);
- to improve coordination between the various actors involved in the *weltwärts* programme at local level by providing them with pertinent information;
- to relieve the sending organisations of the work involved in applying for visas and residence permits by making the country contacts responsible for collecting the papers required for residence permit applications and checking that they are complete.

The idea behind appointing country contacts is for them to serve as a flexible instrument within the *weltwärts* programme, so that they can react appropriately to special circumstances in each country. That being said, circumstances or conditions in a country can change over time, which is why continual assessments should be made whether the structural problems prevailing at any

Contact persons within the weltwärts programme

given time are such that they justify the presence of a contact person in that country. This means that, essentially, this instrument is intended to provide support for a limited period of time only.

b) Responsibilities of a country contact

In keeping with the specific requirements that have been identified in the host countries in which the *weltwärts* programme operates, country contacts will be responsible for the following key areas of action:

- to collate information about visa requirements and changes to regulations governing residence and work permits, and to forward this information to the interested parties/actors. These include the quality alliances, the sending organisations and the Coordination Unit of *weltwärts* and *Engagement Global* (Service for Development Initiatives).
- to collate from public sources important information on health and safety and security issues, and to forward such information to all recognised organisations that send volunteers to the country in question.
- to respond to enquiries from the German embassy concerning *weltwärts* and, where appropriate, refers the embassy to the quality alliances.
- to forward enquiries relating to *weltwärts* to local authorities and the German embassy.
- to provide information concerning *weltwärts*-related matters to the quality alliance, the sending organisations, the BMZ, the *weltwärts* Coordination Unit and the German embassy.
- to provide assistance to the sending organisations and the volunteers when applying for visas and residence permits.

In special cases, and at the request of a quality alliance or a sending organisation, the country contact will get in touch with a volunteer direct in order to support him or her in an exceptional emergency. If the security provisions already in place do not suffice, the country contact can – in exceptional crisis or conflict situations – act as a direct contact for a volunteer (emergency option). However, it is the sending organisations who are responsible in the first instance for dealing with crises. The role that the country contact can play in an emergency must be such that it does not pre-empt or undermine the sending organisations' own security protocol, and must be communicated in that way. *[Dieser Punkt ist noch nicht endgültig abgestimmt. Eine von der AK Qualität beauftragte AG arbeitet im Rahmen einer Darstellung der Kommunikationsstrukturen im ww-Programm an dieser Thematik.]*

The country contact's areas of action include the following key tasks:

- to manage the visa processing in the country for which he or she is responsible. This will include ensuring that the documentation the volunteers have to submit is complete and complies with the visa requirements of the host country. In host countries where the German embassy is involved in the processing of visa applications, the embassy must involve the *weltwärts*' country contact in the application process. However, the embassy need not do this in special cases, e.g. when a visa is certain to be granted.
- to assist with visa applications as well as regularly and pro-actively collate information about new visa requirements and forward it to the sending organisations and the *weltwärts* Coordination Unit.
- to carry out regular analyses and assessments of the security situation locally, based on information gathered from public sources, and to prepare a plan for dealing with disasters or crises. Such a plan shall include provisions for maintaining communications with the German embassy and the sending organisations, and for establishing contact with hospitals, doctors, etc. on behalf of those responsible for crisis management.
- to collate information about the sending organisations' standard procedures for emergencies and to forward it to the German embassies at regular intervals.

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- by way of assisting the sending organisations in training their volunteers: to prepare an outline of crisis prevention and emergency response plans to serve as basic information for the volunteers.
- to liaise with the German embassy in the partner country in order to convey requests by and information from the embassy to the institutions and individuals concerned within the *weltwärts* programme.
- to forward reports of problems to the quality alliance concerned.

c) Country contact profile

In line with the responsibilities mentioned above, the qualifications that a country contact must have include general and specific requirements:

- General qualifications: A very good level of proficiency in the language of the host country and good knowledge of German will be given special weighting when selecting a country contact. Furthermore, the candidate should be familiar with everyday life both in Germany and in the host country. Some of the key requirements will be for the contact person to have experience of working with various actors (such as chaperoning/accompanying young people and working with official bodies and NGOs) as well as the good communication skills that this requires; also knowledge of volunteer services. The prospective country contact's private or working life should be centred on the host country to which he or she is to be assigned.
- Specialised knowledge or skills: The country contact person must have very good knowledge of *weltwärts'* structures and procedures in order to be able to act as a guide through its programme. In addition, he or she will also need to be very familiar with the host country's administrative structures, not least in order to be able to look after visa applications. Furthermore, given the responsibilities that the country contact will have with regard to analysing and assessing the security situation [in the host country], he or she will need to have crisis and security management skills.
- Professional experience: The country contact should ideally have experience of working in international development or with a volunteer service, and have spent several years working in the host country to which he or she is to be assigned.

The person selected as country contact will receive preparatory and/or advanced training in order to support him or her in the execution of his or her duties and responsibilities. The quality alliances shall be responsible for arranging and carrying out whatever training is needed. The country contact should attend the first training workshop shortly after his or her appointment.

d) Positioning of the instrument

The instrument of the country contact person is intended to address problems in the execution of the *weltwärts* programme, and is therefore closely connected with the process of continuous improvement to which the *weltwärts* development programme subscribes. Thus, the country contact person will count as an instrument of quality control within the *weltwärts* programme.

The country contact is to maintain good ties and work closely with the German embassy in the host country. However, he or she will have no contractual obligations vis-à-vis the embassy.

3. Selecting host countries for the pilot phase

The weltwärts Coordination Unit will use quantitative indicators such as the number of volunteers and sending organisations active in the partner countries covered by *weltwärts*, as well as the qualitative indicators described in the following in order to select host countries to which country contacts can be assigned. The following qualitative indicators have been taken into account:

Contact persons within the weltwärts programme

a) the extent to which the German embassies in partner countries need to coordinate with *weltwärts* -

Indicators of this are the number of volunteers and sending organisations working in each partner country, since the embassies complain of a very high workload as a result of *weltwärts* volunteer placements.

b) visa and residence permit-related matters -

These entail high administrative workloads to deal with legal requirements relating to visas and residence permits in the host country.

c) the need to liaise and coordinate on security matters -

Considered assessments of the security situation in each region are needed. These can be produced, for example, by means of interviewing the partner organisation, researching the print media and reporting on the likely danger of becoming a victim of natural disasters or crime.

Using these criteria, a number of countries have been identified as suitable for the assignment of country contacts in a two-year pilot phase. Following consultations with the country divisions at the BMZ and the Federal Foreign Office, as well as with representatives of the *weltwärts* quality alliances, the programme steering committee has given its approval for country contact persons to be assigned, in a first pilot phase, to the following countries:

1. India, 2. Uganda, 3. Kenya, 4. South Africa, 5. Tanzania, 6. Bolivia, 7. Peru, 8. Colombia, 9. Ghana, 10. Mexico, 11. Nicaragua, 12. Philippines

4. Funding

The BMZ will provide the funding needed for the pilot phase in full.

The quality alliances responsible for overseeing the pilot phase, or one of the sending organisations commissioned to do so, need to submit an application requesting funding for the measures accompanying the pilot phase. The quality alliances involved in the pilot phase have been sent the forms they will need to submit in order to request funding.

5. Overseeing and evaluating the pilot phase

Countries will be chosen to act as hosts in the second half of the pilot phase on the strength of the evaluation they receive at the end of the first year. The evaluation will be conducted in close consultation with the Programme Steering Committee.

When the two-year pilot phase has been fully completed, the need for the further presence of country contacts will be assessed and the success of the instrument evaluated. The country contacts will be asked to take part in the evaluation.