STEP UP

OFFICIAL PROGRAMME GUIDE

CISV International

Building global friendship

ABOUT THIS DOCUMENT

This is one of seven Programme Guides. The Guides contain all the information needed to host or participate in CISV's international programmes. Much of the content is the same in all seven of the Programme Guides and some is specific to the particular programme.

STRUCTURE AND CONTENT

Content in this Guide that is specific to the Step Up programme is indicated with a small icon (with a "C" for Step Up) and a dotted, coloured line, like this:

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur arcu urna, lobortis vitae blandit ac, rhoncus eu ipsum. Aenean sollicitudin felis id felis porta porta. Morbi nisl sem, porttitor a pulvinar eu, accumsan quis odio. Sed sed tortor non leo imperdiet

UPDATES

It may be necessary to revise and update the Programme Guide. Any updated version of the Guide will be uploaded on the CISV International website (**www.cisv.org**) once a year at the end of January. Any significant changes that have been made will be highlighted throughout the document by this button (left).

Sometimes, this Guide will refer to other CISV documents.

This **text** refers to linked, external sources such as documents and websites. All CISV internal resources are stored on the CISV International website (**www.cisv.org**). The links may refer to…

> ❯ an **InfoFile** document
> ❯ a **Guide**
> ❯ a **form**
> ❯ a **webpage**

There are four main sections for each Programme Guide: Introduction, Role Profiles; Programme Practicals; and Education & Evaluation. In the Guides for the five camp-based programmes and Interchange, the Practicals section is divided into 'Hosting a Programme', 'During a Programme' and 'Sending Participants to a Programme'.

CISV tries to ensure that all programmes are of a consistent quality and approach, but each one is unique and certain things may be done differently from programme to programme. Some of the information in this Programme Guide provides advice and best practice and it is up to Chapters, staff or participants to follow this in the best way for their particular programme. However, it is essential that certain things are done in a particular way, so this Guide also includes some 'rules', which must always be followed.

WHO SHOULD READ IT?

Anyone involved with hosting, sending or participating in a programme should read the appropriate Programme Guide. Certain sections of the Guide are specifically for people with certain roles.

RELEVANT SECTIONS

◆ -- Highly Relevant

❖ -- Be Familiar With

	Introduction	Role Profiles	Hosting Before	Hosting During	Sending	Education & Evaluation
Staff	◆	◆	◆	◆		◆
Leader	◆	◆		❖	◆	◆
Parent	◆	◆			❖	
Participant	◆	◆			❖	
Chapter/NA person with programme responsibility	◆	◆	◆	◆	◆	◆

COMMON ABBREVIATIONS

Below you find an overview of abbreviations commonly occurring throughout this Guide:

NA = CISV National Association
PA = CISV Promotional Association
IO = CISV International Office

JC = Junior Counsellor
NIC = National Interchange Coordinator
LIC = Local Interchange Coordinator

PDPEF = Programme Director's Planning and Evaluation Form
InfoFile = CISV's collection of policies and procedures

CONTENTS

STEP UP / INTRODUCTION

	Introduction	Role Profiles	Hosting Before	Hosting During	Sending	Education & Evaluation
Staff	◆	◆	◆	◆		◆
Leader	◆	◆		❖	◆	◆
Parent	◆	◆			❖	
Participant	◆	◆			❖	
Chapter/NA person with programme responsibility	◆	◆	◆	◆	◆	◆

ABOUT CISV

CISV has a vision of a more just and peaceful world. We believe that through the choices we make, through debate and action, we can all take responsibility for making this possible. In other words, that we all have roles as active global citizens.

OUR MISSION

CISV educates and inspires action for a more just and peaceful world

This Mission Statement is supported by our four educational principles, which unite and inspire us as members of CISV.

OUR PRINCIPLES

> we appreciate the similarities between people and value their difference

> we support social justice and equality of opportunity for all

> we encourage the resolution of conflict through peaceful means

> we support the creation of sustainable solutions to problems relating to our impact upon each other and the natural environment

It is because we hold these beliefs and have a desire to learn more about them and act upon them, that we are part of this organization.

Peace education is a way of learning about issues that are seen to be the cause of social injustice, conflict and war. In line with our principles, we have four areas of peace education content:

> **Human Rights**

> **Diversity**

> **Conflict and Resolution**

> **Sustainable Development**

The purpose behind our peace education is to provide us all with the attitudes, skills and knowledge we need to be agents of change, both locally and globally – to become active global citizens.

CISV PROGRAMMES

Since 1951, CISV has been offering a range of local activities, international camps, family-hosted exchanges and community-based projects. All CISV programmes have a peace education focus, which we use to inspire our participants to become active global citizens. Over the years, these programmes have provided opportunities for thousands of participants to meet and develop friendships with people from different countries, backgrounds and cultures.

OVERVIEW OF CISV PROGRAMMES

CISV offers an exciting blend of seven international camp-based, family exchange and local community programmes. They each focus on one or more of our four educational content areas through activities that are delivered using a fun, non-formal, interactive approach that allows our participants to 'learn by doing'. In

line with our educational principles, our programmes are designed to foster open-mindedness, intercultural awareness, and an understanding of our impact on each other and the world around us.

Each of our programmes is designed for a specific age-group and participants are offered increasing levels of personal responsibility. We further encourage our participants to think about how they can use their learning to act to make a positive difference in their communities; from organizing an anti-litter campaign in their school to running for public office.

At the heart of all of our programmes, and everything we do, is our founding belief that peace is possible through building friendship and mutual understanding.

VILLAGE

Early life experiences shape the way we see the world. CISV Villages bring children together to take part in educational, cultural and fun activities that have been designed especially to appeal to them at this key learning stage. A Village creates a safe setting in which children from around the world can learn about each other's lives and how to communicate, cooperate and live together. The Village learning experiences, and the friendships made, are for a lifetime.

Village, our flagship programme, is proven to be our most attractive programme to donors, and provides CISV with a unique selling point. The young age of the participants, the length of the programme, and the international aspect are what makes this programme distinctive when compared to those offered by similar – local, national or international - organizations. The Village Open Day also provides Chapters with profile raising and media opportunities and a further opportunity to attract sponsors/donations. Village involves and mobilizes the whole Chapter. It provides an excellent opportunity for volunteer recruitment and helps to keep experienced volunteers engaged with a wide variety of roles and tasks.

AGE GROUP 11	DURATION 28 days	SIZE 12 delegations of participants, each with 2 girls and 2 boys
LEADER		- Each delegation has 1 adult leader - Can have up to 6 Junior Counsellors (JCs), 3 male and 3 female - Must have 2 JCs from the host NA and maximum on JC per sending NA
STAFF		- Must have at least 4 adult staff - Can have 1 junior staff (from the host NA) in addition to the minimum 4 adult staff - It is strongly recommended that at least 1 staff member has prior experience as a Village leader or staff and/or have attended Village training at a Regional Training Forum
STAFF/LEADER AGE		- Adult staff must be at least 21 years old - At least 1 member of staff must be 25+ years old - Junior staff must be 19+ years old - Leaders must be at least 21 years old - JCs must be 16 – 17 years old
PARTICIPATION		- You can only take part in one Village as a participant or as a JC - Must have maximum 1 delegation per NA

INTERCHANGE

Our cultures begin in our homes. This exchange programme places a delegation of teens from one CISV Chapter with host families from a Chapter in another country. The exchange has two phases, one in each country, allowing each participant to be both a visitor and a host. Not only is this a profound cultural experience for the young participants, but it also engages their whole family in the learning and friendship-building experience.

For developing Chapters looking to host a larger camp-based programme in the future, Interchange can be a great, low cost, way to get programme hosting experience and recruit new volunteers. For Chapters that traditionally host a camp-based programme every three to four years, hosting an Interchange between times can help volunteer retention.

AGE GROUP 12-13 13-14, or 14-15	DURATION 2 phases of 2 - 4 weeks	SIZE 2 delegations of participants, each with 6 - 12 children
LEADER		❯ Each delegation has 1 adult leader. For delegations of 8 +, there must be 2 leaders or 1 adult leader and 1 junior leader
STAFF		❯ There are no staff, as this is a family-based experience ❯ The Local Interchange Coordinator (LIC) serve a similar role
STAFF/LEADER AGE		❯ Leaders must be at least 21 years old ❯ Junior leaders must be at least 18 years old and it is recommended that they are 4 years older than participants
PARTICIPATION		❯ You can take part in more than one Interchange

STEP UP

Young people learn when given the chance to lead. Step Up camps encourages participants to take responsibility for planning and organizing educational activities; helping them to develop their problem-solving and leadership skills and confidence. Step Up encourages participants to see how they can use what they have learned to make an impact once they return home. Just as importantly, they make friends and gain a wider appreciation of life in different countries.

Step Up involves and mobilizes the whole Chapter. With a shorter length and fewer volunteer needs, this may the perfect programme for a developing Chapter that aspires to host a Village. It provides an excellent opportunity for volunteer recruitment and helps to keep experienced volunteers engaged with a wide variety of roles and tasks. As the programme requires participation with other organizations, Step Up also provides opportunities for local impact and local visibility.

AGE GROUP 14 or 15	DURATION 23 days	SIZE 9 delegations of participant, each with 2 girls and 2 boys
LEADER		❯ Each delegation has 1 adult leader
STAFF		❯ Must have 3 – 6 staff ❯ Can have only 1 junior staff who must be from the host NA ❯ International staff must have prior Step Up experience as leader or staff ❯ It is strongly recommended that at least 1 staff member has prior experience as a Step Up leader or staff and/or have attended Step Up training at a Regional Training Forum
STAFF/LEADER AGE		❯ Adult staff must be at least 21 years old ❯ 1 staff member must be at least 25 years old ❯ Junior staff must be at least 19 years old ❯ Leaders must be at least 21 years old
PARTICIPATION		❯ You can take part in more than one Step Up ❯ Must have maximum 1 delegation per NA

SEMINAR CAMP

Exchanging ideas is a powerful tool for leadership development and global learning. The young people who participate in Seminar Camp not only take responsibility for the practical needs of the camp but also for deciding and coordinating the educational content of this personally challenging, intensive programme. Seminar Camp's international group-living environment encourages participants to collaborate, and to take a creative approach to problem-solving and resolving the differences that can arise from healthy discussions.

Seminar Camp has a good return on investment as it is a shorter programme with minimal demands on the Chapter and fewer volunteer needs, due to the age of the participants. It is relatively low-cost to host, particularly where the participants cook their own food.

AGE GROUP 17-18	DURATION 21 days	SIZE 24 or 30 participants, with up to 4 from the same NA

LEADER	❯ None

STAFF	❯ Must have 4 – 5 adult staff or 1 staff for every 6 participants ❯ No junior staff are allowed at Seminar Camps ❯ It is strongly recommended that at least 1 staff member has prior experience as a Seminar Camp staff and/or have attended Seminar Camp training at a Regional Training Forum
STAFF/LEADER AGE	❯ Staff must be at least 21 years old ❯ 1 staff member must be at least 25 years old
PARTICIPATION	❯ You can only take part in one Seminar Camp as a participant ❯ Must have minimum 1 participant from host NA

YOUTH MEETING

Small gatherings inspire big ideas. Youth Meetings bring small groups of participants of a similar age together from different countries within a region. They explore issues that affect all their countries in some way and share their different perspectives. They also think about how they can use the skills and learning they have gained from their experience to help make a positive impact in their own communities.

Youth Meeting is less resource intensive both in terms of the number of volunteers needed and the cost to host than Village and Step Up. The shorter length of the programme can provide Chapters that have limited resources with the opportunity to host and develop capacity. For Chapters that traditionally host a longer programme every three to four years, hosting a Youth Meeting between times can help sustain knowledge and skills.

AGE GROUP 12 – 13, 14 – 15, 16 – 18, or 19+	DURATION 8 or 15 days	SIZE For ages 12 – 15, 5 delegations of participants, each with 6 children. For ages 16 and up, 25 individual participants, with up to 4 participants from each NA
LEADER	❯ Each delegation of participants ages 12 – 15 must have 1 adult leader	
STAFF	❯ Must have 4 – 5 adult staff ❯ Can have only 1 junior staff, who must be from the host NA ❯ It is strongly recommended that at least 1 staff member has prior experience as a Youth Meeting leader or staff and/or have attended Youth Meeting training at a Regional Training Forum	
STAFF/LEADER AGE	❯ Adult staff must be at least 21 years old ❯ At least 1 member of staff must be at least 25 years old ❯ Junior staff must be at least 19 years old ❯ Leaders must be at least 21 years old	
PARTICIPATION	❯ You can take part in more than one Youth Meeting ❯ Must have maximum 1 delegation per NA (for age groups 12-13 and 14-15) ❯ Must have minimum 2 participants from host NA (for age groups 16-18 and 19+)	

INTERNATIONAL PEOPLE'S PROJECT (IPP)

Go out, find out, and help out. International People's Projects actively contribute toward identified needs within a community. In partnership with a local organization, a group of adult participants from different countries work together on a community project related to a specific theme, such as immigration. When they are not working on the project, participants bring knowledge of the chosen theme from their own cultural contexts and lead educational activities for each to help deepen their mutual understanding.

For Chapters looking to engage older participants, the IPP programme also reaches out beyond the Chapter to engage in activities with local like-minded-organizations and can offer profile-raising opportunities.

AGE GROUP 19+	DURATION 14 – 23 days	SIZE 15 – 25 participants, with up to 4 participants from the same NA
LEADER	❯ None	
STAFF	❯ Must have 3 – 6 adult staff ❯ Can have only 1 junior staff who must be from the host NA ❯ It is strongly recommended that at least 1 staff member has prior experience as an IPP staff	
STAFF/LEADER AGE	❯ Staff must be at least 21 years old ❯ At least 1 member of staff must be at least 25 years old ❯ Junior staff must be at least 19 years old	
PARTICIPATION	❯ You can take part in more than one IPP	

MOSAIC

Local communities are reflections of the wider world. Mosaic projects are developed by CISV Chapter volunteers to respond to local needs and interests. Most of the projects are planned and delivered in cooperation with partner organizations and come in many shapes and sizes. Mosaic projects create a practical and meaningful learning experience for local participants of all ages and deliver a benefit to the wider community.

With careful planning, hosting a Mosaic project offers Chapters an excellent opportunity to demonstrate local relevance, raise profile, attract donors, and recruit new volunteers. It is also a good way to engage existing volunteers and the local Junior Branch and build relationships with local like-minded-organizations.

AGE GROUP All ages	DURATION No specific length	SIZE No specific size
LEADER	❯ None	
STAFF	❯ Every Mosaic project must have a project coordinator and staff	
STAFF/LEADER AGE	❯ Adult staff for Mosaic projects must be at least 18 years old, and must be the age of legal responsibility in that country	
PARTICIPATION	❯ You can take part in more than one Mosaic project	

THE STEP UP PROGRAMME

WHAT IS STEP UP?

Step Up is a 23-day programme that has a theme that should be decided by the staff and developed by the leader while preparing and training their delegation before camp.

Adults have 2 additional planning days at the beginning of the camp during which the leaders stay with the staff at the campsite while the children are at home stays.

English is the official language and delegates should be willing to communicate in English during the camp.

Visitation to Step Up is only during Open Day.

Each delegation will prepare and perform a cultural activity related to their country and the theme of the camp.

There will be an evaluation during and after the Step Up.

The local Junior Branch should get involved as much as possible in the youth training process and in the camp planning.

KEY CHARACTERISTICS OF THE PROGRAMME

This is a multi-cultural programme, which is developed around a particular theme. All activities and discussions are focused on a theme that is related to a CISV educational content area. The emphasis of the programme is on youth leadership through adult facilitation.

It is very important that the preparation of the delegations starts a few months before the international experience takes place. The programme is not just a camp. It is the conjunction of a local training experience and an international camp that helps the participants develop the attitudes, skills and knowledge that are necessary to reach the programme goals.

HOW STEP UP DEVELOPED AND IS AN INTEGRAL PART OF CISV

Historically, as more and more eleven-year-olds returned from villages, fired with enthusiasm about their experiences, other young people, often those who had been unable to attend a village, felt that they too would like to have their own village-type experience. It was decided to hold a number of experimental summer camps, but to ensure that the content and format were suited to an older age group. Summer camp was approved as an official programme in 1995. In 2012, the summer camp programme changed its name to step up to better reflect its goals and development.

OUR GENERAL PROGRAMME RULES

Each CISV programme is designed to play a distinct role in achieving CISV's educational purpose. As members of a global organization CISV NAs have a responsibility to promote, host and participate in all of the CISV programmes.

As an organization working mainly with children, CISV must always have the health, safety and well-being of its participants and volunteers as its highest priority. To support our goal of building inter-cultural understanding, we must try to provide an environment where participants, and their families, are free from worry about basic concerns of health, safety and legal issues.

Programme coordinators, host families, staff, parents and adult delegates all serve as guardians of the children given into our care to participate in CISV's educational programmes. CISV programmes must further observe differing cultural, legal, moral and educational perspectives. If parents and participants do not have confidence in our integrity as an organization and in our ability to run high-quality, safe programmes, then we will have no participants or programmes.

BASIC CISV PROGRAMME RULES

See InfoFile **C-03 Programme Basic Rules** for the complete set of basic rules for all programmes.

CISV's guidelines on behaviour and cultural sensitivity can be found in InfoFile **R-07 Behaviour Policy**.

The rules and procedures developed and adopted by CISV for all aspects of the organization are intended to maintain or improve our operations and programmes. This is as true of rules about the age of leaders as it is of rules about educational and training standards and rules about what insurance we must have in place.

CISV's international programmes MUST be developed in accordance with CISV rules and policies. It is important that persons in a position of responsibility within CISV, internationally, nationally or locally are familiar with all the CISV rules and procedures and adhere to them at all times.

All policy statements and Guides containing additional rules that are specific to each programme must also be followed. Where there are any differences between InfoFile C-03 and the Guides, C-03 is the authority (please notify the International Office (IO) if you notice any differences between a Guide and C-03).

NAs are free to adopt stricter or additional standards for their own Chapters and members (as long as they do not contradict CISV rules). However, no NA may impose stricter or additional requirements upon any other NA.

DATA PROTECTION

CISV takes the privacy of our participants and volunteers seriously and we strive to ensure good data protection practices in all parts of our organization. CISV International makes continual efforts to respect your privacy and to be clear with you about the type of data we will need from you, how we will use it, and for what reasons.

The **Data Protection Mini-Guide** summarises and explains CISV's approach to data protection.

The **Data Protection and CISV Forms** details how we gather, use, store, destroy, and archive the data we collect in the forms related to our international programmes. This document is particularly useful to the staff, leaders, and local contact persons for our programmes.

More information can be found at **Data Protection.**

COMPLYING WITH LEGAL REQUIREMENTS

As an international organization, CISV exists in 70 countries. CISV's International Office (IO) is based in Great Britain and must observe the laws of Great Britain. National Associations (NAs) and their Chapters must observe the laws of their own country/province/state/city. It is, therefore important that NAs and Chapters find out about the relevant laws that govern how they can operate and deliver CISV programmes.

It is the responsibility of each NA to ensure that all their Chapters comply with CISV basic rules and legal requirements. NAs/Chapters are responsible for organizing the practical aspects of the programme and ensuring that all health and safety and risk management issues are addressed.

RISK MANAGEMENT RESPONSIBILITIES OF CISVERS

CISV International has an International Risk Manager who works with the Secretary General and the Governing Board. Each NA and Chapter must also have a risk manager. Details of their responsibilities are found in InfoFile **U-14 Model Role Profile - NA or Chapter Risk Manager.** However, risk managers are not the only ones responsible for risk management in the organization. Every CISVer has some level of responsibility for risk management and has further responsibility for notifying their risk manager of any concerns they may have or incidents they may have witnessed.

As an organization, CISV must take reasonable action to meet both legal and CISV International requirements in a timely and accurate way. We must understand that in many countries, both CISV and its volunteers can be held legally responsible for negligence or lack of care or attention. Individuals are personally liable for criminal violations in any country.

If we do not manage risk in a reasonable and responsible way, we increase the possibility of incidents and crises. We also expose the organization to claims of liability and, most importantly, we risk endangering the very people with whom we seek to work.

ORGANIZATIONAL STRUCTURE FOR PROGRAMME ADMINISTRATION AND SUPPORT

Our purpose, to educate and inspire action for a more just and peaceful world, is why CISV exists. Our peace education programmes are the main way we achieve that purpose, so the programmes are the focal point of our structure and operations.

WHO'S WHO INTERNATIONALLY?

At CISV International, those most involved with programmes are the Educational Programmes Committee, the Regional Delivery Teams for Educational Programmes and the International Office (IO) Administrative Coordinators. The Committee works with policy, strategies and evaluation of our programmes as a whole. The Regional Delivery Teams provide training and advice to our NAs, Chapters, programme staff/LICs, supporting them to host and participate in programmes. Most of the administrative work to enable NAs to host and participate in our programmes is done by the IO. We all work with other Committees and Regional Delivery Teams in order to ensure the quality of our programmes.

INTERNATIONAL OFFICE (IO)

The IO communicates with NAs through the National Secretary. All mailings (paper or electronic) are sent to the National Secretary, who then distributes the material to the appropriate people within that CISV Association.

The IO is responsible for centralising the administration (invitations, paperwork, reporting, etc.) for all CISV's international programmes. This is handled by the Administrative Coordinators. For more information on the IO, see **www.cisv.org.**

Hours of Operation

The office is open Monday – Friday
FROM 08:00 TO 17:00 (EXCEPT FOR U.K. PUBLIC HOLIDAYS).

Contact Us

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EDUCATIONAL PROGRAMMES COMMITTEE

One of the standing committees of the CISV International Governing Board, the Educational Programmes Committee is responsible for input to the Board on policy, standards, strategic development and monitoring, focusing on ensuring quality and growth of CISV's educational programmes through training and programme hosting support across all Regions. The Educational Programme Committee will cooperate closely with the other Standing Committees of the Board within areas of shared responsibility.

Responsibilities:

> develop and uphold strategies for programme development

- develop and uphold standards for programme content and delivery
- develop and maintain effective guides and materials for programme content and delivery
- develop and maintain content for programme training
- provide programme content and perspective on the methods of programme evaluation and ensure that programmes are evaluated

For more information, see Terms of Reference - Educational Programmes Committee.

REGIONAL DELIVERY TEAMS FOR EDUCATIONAL PROGRAMMES

There will be an Educational Programmes Regional Delivery Team in each CISV International Region to provide hands-on support and training to CISV NAs and Chapters. The Regional Delivery Team is the main interface between the International Educational Programmes Committee and Governing Board and CISV NAs and Chapters.

The number of members and priorities within each Regional Delivery Team may differ in accordance with the needs of the Region. However, each Team will include expertise and trainers in the areas of educational programme content and delivery. Each Team will also have a Coordinator and Alternate Coordinator who will be the main contact for the Committee and Senior Manager.

Responsibilities:
- help NAs and Chapters to understand and apply programme rules and policy and give essential input to the Educational Programmes Committee based on day-to-day experience
- help NAs and Chapters to understand and be part of programme strategy and give essential input to the Committee based on day-to-day experience
- use and encourage NAs and Chapters to use CISV International programme guides and educational materials. Give essential input to the Committee on the effectiveness of these materials
- provide programme training to NAs and Chapters and give essential input to the Committee regarding the effectiveness of the training and training materials
- provide proactive and responsive guidance to NAs and Chapters on programme-related matters
- help NAs and Chapters to use approved programme evaluation methods and to understand results. Refer questions as needed to the Committee and refer risk management matters to the Regional Risk Manager

For more details and information, see **Terms of Reference - Regional Delivery Team - Educational Programmes.**

PROGRAMME ORGANIZATION ON A NATIONAL OR LOCAL LEVEL

Every NA of CISV must have a national programme coordinator/committee, ideally with members from all Chapters. The size of this committee depends on the NA's individual situation, as each is structured differently. Some NAs have one Chapter; others have several. So, in some NAs, the local and the national levels will be the same; in others, they will be separate. In multi-Chapter NAs, it has been shown to be more efficient to have a local programme committee, working in close cooperation with the national programme committee throughout the year, with some of its members taking part at the national level as well. It is up to the NA/Chapters to organize themselves to manage the work of hosting, including:
- dealing with invitations to programmes inside and outside of their NA, and involving participants from their NA
- handling CISV correspondence relating to all programmes
- dealing with international fees

> organizing and funding programmes

OBJECTIVES OF NATIONAL / LOCAL PROGRAMME COORDINATOR / COMMITTEE

The National Association formally organizes the programme, but in most cases this is delegated to the Chapter and local programme coordinator/committee. This committee must report to the Chapter/national board. As in every CISV programme, decisions can only be taken within the framework of CISV's international guidelines for programmes.

Please refer to the role profile of NA/Chapter programme coordinator (usually the chair of the NA/Chapter programme committee) at InfoFile **U-20 Model Role Profile - NA or Chapter Programme Coordinator.** The objectives of the national /local programme committees are to:

> promote the specific programme, nationally and locally

> recruit and select participants

> assist in staff recruitment

> train home staff or arrange for them to attend Regional Training Forums

> help prepare and provide support for programmes

> evaluate programmes held nationally

> keep administrative contact with, and give feedback to, IO and the relevant Regional Delivery team

> comply with administrative deadlines

> encourage local participants to become actively involved in their local Chapter

> keep records of previous programmes (being careful to keep appropriate documents confidential and destroy them after the period of time required by the law of the country)

> ensure there are participants from the host NA at each programme

STEP UP /
ROLE PROFILES

	Introduction	Role Profiles	Hosting Before	Hosting During	Sending	Education & Evaluation
Staff	◆	◆	◆	◆		◆
Leader	◆	◆		❖	◆	◆
Parent	◆	◆			❖	
Participant	◆	◆			❖	
Chapter/NA person with programme responsibility	◆	◆	◆	◆	◆	◆

ABOUT THIS SECTION

The responsibilities and tasks for each role have been divided into 4 different areas:

> **Administration**

> **Educational Content and Training**

> **Communication and Assistance**

> **Practical Responsibilities**

Additionally, you will find small letters in brackets at the end of most responsibilities which indicate the timeframe in which these should be fulfilled:

(p)

Permanently (to be considered before, during and after the programme)

(b)

Before the programme begins

(d)

During the programme

(a)

After the programme

ROLE OF CISV INTERNATIONAL

Every year CISV has thousands of participants and over 200 programmes taking place internationally. All of them are organized and run by local Chapters and staff. CISV International does the overall global coordination.

As an NA plans, hosts or participates in a programme, questions may arise. If the answer is not in the Programme Guide or InfoFile C-03 Programme Basic Rules, ask your Chapter or NA programme coordinator/committee

IO can help with questions relating to administration, forms, invitations, fees and procedures.

Regional Delivery Teams for Educational Programmes exist to support NAs on issues relating to the programme, the planning, the educational experience, and the outcomes.

See **Terms of Reference - Regional Delivery Team - Educational Programmes** for more details.

ROLE OF NATIONAL ASSOCIATION AND CHAPTER

NAs and Chapters organize themselves in different ways. It is up to the NA and Chapter to find the best ways and structures to streamline programme activity within the NA and its Chapters. As Chapters deliver programmes, this Guide will focus on the role of Chapter volunteers and their interaction with the programme staff or with the LIC.

The role of the programme coordinator (sometimes called organizer or planner) differs from programme to programme, from Chapter to Chapter, and from NA to NA. However, there are common elements and responsibilities that are shared.

The programme coordinator has the following responsibilities:

Administration

- Ensure that programme deadlines are met for hosting and sending, programme fees, and penalty fees
- Be up-to-date on sending opportunities and act on them as needed
- Ensure that invitations are assigned, filled or returned
- Ensure that selection of programme participants take places in line with International guidelines
- Ensure that recruitment and selection of leaders and programme staff takes place in line with International guidelines
- Coordinate with the relevant parties in the NA to ensure that all programme forms, reports, and official documents are submitted to IO and/or other NAs on time
- Ensure that programme rules and guidelines are observed

Educational Content and Training

- Be current with CISV educational principles and content
- Be familiar with the specific programme, its goals and structure

Communication and Assistance

- Work with the NA Board to develop a long-term hosting and sending plan for the programme in line with the Global Programme Hosting Plan
- Liaise with the IO and the Regional Coordinators for Chapter Development should there be any changes to the hosting plan
- Liaise with the treasurer to ensure that all programme fees and penalties are understood and paid, and any host fees are recovered
- Liaise with the training coordinator to ensure that participants, parents, leaders and staff receive appropriate training prior to participation in a programme
- Work with the Risk Manager in planning the programmes, assessing sites and activities and ensuring that CISV International rules are followed (e.g. completion of forms, dealing with and reporting any incidents)
- Provide support to the staff/Interchange leaders before, during and after the programme
- Work with the training coordinator to ensure that follow-up evaluations are conducted with the participants, parents, leaders and staff after the programme

❯ Liaise with the Regional Coordinators for Educational Programmes and IO as needed

Practical Responsibilities

❯ Promote the programme to encourage growth in hosting and sending

See InfoFile **U-20 Model Role Profile - NA or Chapter Programme Coordinator** for more details.

ROLE OF HOST CHAPTER

The host Chapter and programme staff should share the expectations they have for the programme. A meeting between the host Chapter and programme staff is good for working out expectations and help ensure cooperation during the programme.

The relationship between the host Chapter and the host staff must be developed in a way that works best for the host Chapter/NA. Once developed, the relationship must be documented so that everyone can get an overview of how things are supposed to work including the lines of responsibility. A role profile for each committee and staff member helps everyone to understand their specific contribution to the successful running of the programme.

As soon as the staff starts working, they should inform the host Chapter about any special needs or requests for the programme, (e.g., equipment or excursions).

Arrangements for the arrival of participants at the site and their accommodations are the joint responsibility of the host Chapter and home staff.

The staff and participants of a programme are an educational unit. To protect the educational unit, the Chapter and NA should try to interfere as little as possible with the day-to-day life of a programme. The role of the host Chapter during the programme is to support it in practical ways and cooperate with the programme staff. This gives the staff and the participants the opportunity to develop a good environment for the programme. Home staff should be released from any local work that would take them away from their programme responsibilities. During the programme, the staff may need to contact the Chapter for advice and they may, in turn, need to contact the NA. The Regional Delivery Teams for Educational Programmes and the IO can also serve as advisors to the NAs and Chapters in special situations. They should be contacted as needed.

C CHAPTER'S ROLE DURING SELECTION AND PREPARATION

Administration

> Careful selection of leaders and participants is important to maintain the quality of programmes

Educational Content and Training

> Make sure that training is provided to participants, leaders, and staff to ensure that everyone goes to the international experience well prepared

> Provide orientation for leaders, families, and youth on history, goals, and educational approach of CISV and its different activities

> Provide a clear description of goals to everyone before attending the programme

> Clarify participation requirements for leaders, youth and families

The Role of the Junior Branch in Youth Training

Although it is the national Step Up committee who is in charge of the youth training, it is strongly suggested to cooperate with the local Junior Branch (JB) in planning and delivery. Step Up will benefit from JB's vision, methods, and creativity while the JB will not only be collaborating with other sections of their Chapter but also gaining an opportunity for learning and recruitment. As a result, youth going to a Step Up will have the chance to be trained and introduced to the JB's vision, projects and passion about being active global citizens. It may be that a Chapter has no JB but there are some juniors in the Chapter interested in helping out with the youth training. This may turn into an opportunity for them to get training, develop leadership skills and perform the training themselves next time.

Please refer to the Youth Training Curriculum and ask your national JB or your National Step Up Coordinator for assistance.

ROLE OF LOCAL PROGRAMME COMMITTEE

The local programme committee is made up of people who are not going to run the programme, but who play a key role in planning and supporting the programme staff or Interchange leaders during the programme. These are some areas where the help of the programme committee is required:

- Finance (budget)
- Kitchen (food and service for the programme or mini-camp site)
- Tours and transportation
- Accommodation (programme or mini-camp site, host homes)
- Communication, promotion and publicity
- Health and safety
- Materials (including requests from delegations/participants)
- General supplies
- Laundry (if there are no facilities on site)
- Special events (e.g. special trips, Open Day)
- Research
- Programme policies (e.g., visits from Chapter)
- Site/home security

Hospitality of Participants

A host Chapter may be asked to host participants (for no more than two days before and after the programme dates) where travel arrangements cannot be made for the specific starting and ending dates. Alternatively, the Chapter is expected to help participants make hotel arrangements.

Designated Arrival Point for Participants

The designated point of arrival stated in the Pre-Camp/Interchange information is where participants are expected to arrive. The host Chapter is responsible for providing transportation from the point of arrival to the programme site/host family homes and back.

Points to Consider

- Choose a committee structure that will work best for your Chapter
- The committee structure should be documented so that everyone can see how things are expected to work
- A role profile should be prepared for each of the committee tasks (note that one person may be responsible for two or more tasks) to avoid working at cross-purposes or duplicating functions

Clear division of work between the Chapter and staff or between LIC and Interchange leaders should be made to help prevent uncertainties and disagreements about who is responsible for what and should be agreed upon in a common meeting at the beginning of the preparations.

C RESPONSIBILITIES OF THE LOCAL STEP UP COMMITTEE

Administration

> Recruit and select the Programme Director and together with him/her discuss selection of host staff members (b)

> Contact CISV International for assistance if in need of one or more international staff (b)

> At least one member of the staff should have attended a Step Up as an adult or should attend a Step Up training at a Regional Training Forum

> Check that all staff are current members of CISV (b)

> Make sure that international staff is over 21 and has Step Up experience and if not experienced in the programme, they should attend a Step Up training at a Regional Training Forum (b)

> Check that all international procedures for invitations are followed and completed (b)

> At least one staff should be from the host Chapter and must be familiar with the local area, emergency phone numbers, location of medical facilities, and campsite (b)

> Make sure that host staff complete the CISV Health and Legal Forms (b)

> NA/Chapter must make a budget and know how to finance the camp (b)

> Ensure that all staff complete the official international host staff application form, with two references and a police background check on file at the Chapter (b)

> Confirm dates for the programme prior to 15 November (b)

> Make sure that Pre-Camp 1 is sent to IO by 1 March (b)

> Appoint kitchen staff and design a three- week meal plan (b)

> Return excess funds and submit expense report to the Chapter (a)

> Make sure the staff sends all relevant forms to the IO (a)

> Staff should send a complete address list to the IO (a)

Educational Content and Training

> Ensure that the director and host staff attend the required (b)

> Train and prepare local host families about welcoming delegations and hosting rules (b)

> Work with the host staff on the camp calendar checking and confirming dates, times and events (b)

> Staff and Chapter should prepare for a flexible Open Day as the participants plan the events once they arrive at camp

> Youth Training should be delivered with the assistance of the local JB. (b)

> Assist the staff in selecting a suitable LMO to work with for the Impact Day (b)

Communication & Assistance

> Give job responsibilities to each committee coordinator at the first committee meeting (b)

> Assist the staff with any needs, including transportation, supplies, and excursion details (b,d)

> Be available in case of an incident or crisis and support the staff with solving problems, and completing an Incident Report Form (IRF), if needed (d)

> Assist staff with the re-entry process by conducting a debrief with them and the local Chapter when the programme ends (a)

> ❯ Express gratitude to the host community, staff, and sponsors (a)
>
> ❯ Encourage future involvement in CISV activities (e.g., Mosaic) to all potential new members from the local community who helped or were involved with the programme

Practical Responsibilities

> ❯ Select a venue with appropriate facilities including provisions for laundry if possible (b)
>
> ❯ Walk through the camp site with staff to check for any apparent and potential risks and plan appropriate measures to manage these risks before the Programme starts (b)
>
> ❯ Prepare camp polices in cooperation with the staff (b)
>
> ❯ Set up a calendar for regular meetings with the camp committee (b)

Involve the local community in the organization/set up of the camp and invite them to official events such as Open Day (b,d)

ROLE OF PROGRAMME STAFF

The programme staff needs to discuss responsibilities, set expectations and agree on how they will accomplish their roles. The majority, or at least half, of the host staff for a programme must be from the host NA (preferably the host Chapter).

RESPONSIBILITIES

Staff members have the following responsibilities:

Administration

> Follow all national and local laws, and CISV rules and guidelines (p)

> Distribute Pre-Camp information by international deadlines (b)

> Ensure that all participants are registered on **myCISV** (b,d)

> Report any incidents using the Incident Report Form and submit to Chapter/National Risk Manager and IO (d)

> Complete the Programme Director's Planning and Evaluation Form (PDPEF) and submit it within the deadline given (d,a)

> Complete required and relevant forms and submit to IO (d,a)

Educational Content and Training

> Participate in and fulfil the requirements of CISV training (b)

> It is strongly recommended that at least one staff member has prior experience as a Step Up leader or staff, or have attended Step Up training at a Regional Training Forum (b)

> Understand and be committed to CISV's vision, purpose and principles (b)

> Oversee programme planning to ensure that CISV educational principles and programme goals are being met and upheld (b,d)

Communication

> Use personal skills in ways that complement the skills of others (p)

> Support other staff, leaders and participants (p)

> Deal with problems in a discreet and responsible manner (p)

> Seek and facilitate active participation from all leaders/participants (d)

Practical Responsibilities

> Ensure the site is fully prepared (b)

> Provide first aid and support to the participants and leaders (b,d)

> Follow CISV procedures if a crisis arises (b,d)

> Treat information on the site in a confidential manner (b,d)

> Accompany anyone who is injured or is ill for medical intervention (a hospitalised participant should be accompanied by a Chapter representative or staff at all possible times) (d)

> Coordinate the daily running of the programme (d)

- Maintain hygiene and other health and safety standards in the campsite (d)
- Manage participant contact with outside parties (d)

Some of these responsibilities will be shared with the Chapter Risk Manager or Chapter.

Points to Consider

- Key to success is understanding and promoting CISV's purpose and principles
- Ensure that the programme provides a conducive atmosphere for positive experiences in multi-cultural living
- Foster the development of cooperation, sharing and respect among the participants as they learn to know each other
- Create a model of a peaceful global society, where everybody gets the opportunity to participate in creative decision-making
- Ensure that everybody leaves the programme with a growing understanding for and appreciation of different cultures
- Inspire and challenge participants to work actively for peace on a local or global scale when they return home
- Compile a Pre-Camp information pack, which gives the participants an idea of what to expect in the programme
- Be responsible for the organizational structure of the programme
- Provide the opportunity for participants and leaders to influence the organization or daily routine of the programme
- Encourage open communication and establish relationships between participants
- Show a positive interest in everyone and discourage favouritism and biases during the programme
- Show full attention and care for the well-being of all participants

C SPECIFIC RESPONSIBILITIES OF THE STEP UP STAFF

Educational Content and Training

- Create a camp theme related to CISV educational principles and content area (b)
- Discuss the theme clearly in the Pre-Camp when introducing the theme (b)
- Gather and prepare activities to develop the theme (b)
- Plan to use excursions, etc. during the camp that are related to the theme (b,d)
- Plan the Impact Day in advance together with an LMO that can help you better develop the theme
- Plan the JB activity with the JB
- With the leaders and the local JB prepare a workshop for the youth to be held during the first days of camp (b,d)
- Focus participants on the aims and goals and theme (b,d)
- Monitor programme content for appropriateness of activities (d)
- Take an active part in leaders' meetings and daily camp activities (d)
- A staff should always be present at every activity unless there is an emergency (d)
- The big schedule should identify who is staff of the day so that the youth and planning groups

know who to go to (d)

Communication and Assistance

> Work closely and be a liaison with the host Chapter and Step Up coordinator (p)

> Work in close contact with the Regional Delivery Team for Educational Programmes to establish constant and efficient communication

> Notify the relevant CISV officials of any serious incidents (accidents, illness, injuries, conflicts, etc.) as soon as possible and submit an IRF(p)

> Work in cooperation with the host committee in training and preparing local host families about welcoming delegations and acquainting them with hosting rules (b)

> Help delegates and leaders set expectations (b)

> Ensure the delegates understand their role at the camp (b)

> Clearly explain and discuss all national and local laws, and CISV rules and guidelines (b,d)

> Schedule and conduct or facilitate adult orientation/meetings including daily leaders' meetings (d)

> Liaise with the local JB and confirm that they are coming to camp to deliver the JB activity

> Assist with necessary telephone, postage, banking needs, and confirm participants' tickets for return flights (d)

> Assist host Chapter with future camps and training by sharing your experience (a)

> Keep in contact with delegations and follow up with them after the experience (a)

The safety and wellness of the participants is always your most important responsibility

Practical Responsibilities

> Plan the leaders' weekend to be held during the first weekend while the participants stay with families (make sure there is a leaders' training included) (b)

> Prepare a leaders' handbook (b)

> Check for birthdays to be celebrated during camp (b)

> Arrange for all practical things or needs to be taken care of at the site [e.g. cleaning supplies, kitchen staff and food, arts and crafts, audio visual equipment, sports equipment, religious services, camp picture/video, transportation, safety box (to store participants passports, tickets and valuables), open day, leaders' night out, camp shop, laundry and finances (including money exchange)] (b,d)

> Coordinate leaders' day off (d)

> Schedule and conduct a group debrief with staff, local committee and Chapter (a)

> Return excess funds and submit expense report to the Chapter (a)

RESPONSIBILITIES OF THE PROGRAMME DIRECTOR

The Programme Director has a key role within the staff group in IPP, Seminar Camp, Step Up, Village and Youth Meeting. In Interchange, the corresponding role is the Local or National Interchange Coordinator (LIC/NIC). The responsibilities can be divided into two distinct areas – the staff group and risk management.

The overall responsibility of the Programme Director is to ensure that the staff group as a whole is functioning well and that the group is carrying out its responsibilities effectively. It will, therefore, be important for the Programme Director to inspire and build a strong and effective staff team and make sure that tasks are delegated and shared within the group.

Note that the Programme Director is also a member of the staff team. And while there may be occasions when the Programme Director needs to make the decision, ideally, most decisions are discussed and taken together. For group dynamics reasons, the staff may choose to interact with the participants simply as 'the staff group' and not highlight their formal roles.

With regards to risk management specifically, the Programme Director must:

> serve and be considered as the single point of contact externally (towards the Chapter) for all serious issues while the programme is running

> receive and understand the crisis communication plan at the start of the programme to see where they and the programme staff fit into the plan

> have an appreciation of the local and wider risk management network that should be in place to support the programme and whom to contact in a crisis or emergency

> receive a copy of the completed Risk Management Checklist Report by the Chapter Risk Manager no later than by the third day of the programme

C SPECIFIC RESPONSIBILITIES OF THE STEP UP PROGRAMME DIRECTOR:

Administration:

> Assume ultimate legal responsibility (p)

> Go through all the required procedures in case one or more international staff are invited to camp (b)

> Each staff member must have completed a **Health Form**, a **Legal Form** (b)

>> Send one copy to the host Chapter and keep one in the camp (b)

>> Advise staff members to keep file copies of their own documents

> Complete all reports including PDPEF on time (a)

Educational Content and Training:

> Ensure staff members attend national and/or regional staff leadership training (b)

Communication and Assistance:

> Coordinate and work effectively with the staff, overseeing responsibilities and delegating tasks according to staff strengths and skills (p)

> Work closely with the host Chapter (p)

> Consult with the National Step Up Coordinator / Chapter to discuss selection of staff (b)

> Invite the Step Up Coordinator to Open Day (b)

ROLE OF LEADERS

❯ Provide supervision and care for participants during travel and throughout the programme

❯ Participate in training to prepare for their role and apply the principles taught in this training to the programme

❯ May have specific responsibilities for the travel arrangements and preparation of a delegation prior to the programme

❯ Support the programme staff/LIC and actively participate in programme activities

❯ Have shared/total responsibility for planning and running educational activities during the programme

C ROLE AND RESPONSIBILITIES OF A STEP UP LEADER

Administration

❯ Plan for travel, passports and visa requirements as soon as possible or at least 8 weeks prior to travel (b)

❯ Check that participants have properly signed legal and health forms and carry these documents during travel (b)

❯ Make sure you have a copy of the certificate or notice (it can be called both) CISV Travel Insurance and carry this document during travel (b)

❯ Arrange vaccinations, medications/prescriptions (including prescription glasses), money, small home stay gifts for host families (b)

❯ Determine with parents the amount and use of an emergency fund (pocket money should follow guidelines set by the camp staff) (b)

❯ Take completed copies of the Health Form and Legal Form to camp

❯ Be aware of the role of the leader as a legal guardian and friend who takes full responsibility of the youth during the programme, including travel to and from (leader should inform parents upon arrival in the host country through a pre-determined form of communication) (d)

❯ Complete evaluation forms (d,a)

❯ Prepare a proper accounting to parents after the programme and attach necessary supporting papers such as receipts, bills, etc. (a)

Educational Content and Training

❯ Participate in leadership training in your home NA/Chapter (b)

❯ Discuss the theme, gather and facilitate the youth in preparing activities to use at the camp or presentations outlined in the Pre-Camp information (b)

❯ Train the delegates how to create, plan and conduct activities (b)

❯ Work with the delegation to develop an understanding of the theme to plan the cultural activity and materials that they will use (b,d)

❯ Encourage the youth to develop leadership skills through participation in camp planning (b,d)

❯ Encourage involvement in CISV activities and assist leadership training (a)

Communication and Assistance

- Introduce families to CISV goals and educational approach (b)
- Meet with individual families and get to know each delegate (b)
- Ensure the delegates understand their role and set expectations (b)
- Explain that all their clothing should be labelled with their name and country (b)
- Respond to Pre-Camp information giving feedback to the staff (b)
- Communicate with the programme contact person or the programme director about special diets, health restrictions, religions services needed (b)
- Notify host country of travel information and if necessary make request for hospitality before and/or after camp
- Provide practical help with handling money, health and laundry (d)
- Support delegates as they settle in at the camp and mingle with other participants, reminding them that leaders are also participants (d)
- Facilitate and help the participants in planning and leading the activities (d)
- Evaluate and discuss problems with others and try to understand their point of view (d)
- Assist delegates with the re-entry process (a)
- After camp, contact/meet your delegation and send greetings to other delegations (a)

Practical responsibilities

- Plan daily delegation times and make sure to debrief the camp (watch for homesickness) (d)
- Keep mentally and physically fit and get enough rest (d)
- Take an active part in leaders' meetings (d)
- Take an active part in all programme activities, including camp meetings (d)
- Participate and socialize with others (d)
- Respect programme and timetable (be on time) and be a good role model (d)
- Respect others' feelings and customs (d)
- Participate in daily evaluation of the programme (d)

ROLE AND RESPONSIBILITIES OF PARTICIPANTS

One of the most important aims of Step Up is for the youth to take responsibility for planning, organizing, and conducting activities. This includes learning how to handle responsibility for camp development. The delegate evolves from an observer-participant role to an active role where the implementation of the theme and the achievement of the goals are in their hands.

Educational Content and Training:

❯ Participate in youth training in your home NA/Chapter (b)

❯ Discuss the theme and use the internet, books, and other resources for information/ideas (b)

❯ Develop the theme through camp and cultural activities (d)

Communication and Assistance:

❯ Meet with your delegation and leader and get to know each other (b)

❯ Work as a group on the theme and activities (b)

❯ Get to know each other before the camp starts (b)

❯ Be helpful with the preparations, cooperate with the leader on all delegation duties, and be respectful of him/her (b)

❯ Work as a team with your camp mates particularly during common activities such as meetings and planning groups (d)

❯ Be respectful of:

　　❯❯ host families and local CISVers

　　❯❯ every participant: delegate, leader, and staff

　　❯❯ others' feelings and customs

　　❯❯ CISV Rules, country, and campsite rules

　　❯❯ programme and timetable

　　❯❯ camp meeting decisions

　　❯❯ campsite and venue facilities

Practical Responsibilities:

❯ Take an active part in activity planning, cleaning groups and meetings (d)

❯ Participate in all activities and in the social life of the camp (d)

❯ Bring the camp experience back and apply it in your personal and CISV life (a)

❯ Participate in your local Chapter and Junior Branch activities (a)

ROLE AND RESPONSIBILITIES OF PARENTS

Administration:

❯ Be active parents, paying all fees and completing all required documents (d)

❯ Determine, with input from the leader, the amount and possible use of an emergency fund, which should remain with the leader until the delegation returns home using Chapter guidelines (d)

❯ Pocket money should be based on Pre-Camp instructions (b)

Educational Content and Training:

❯ Acquire knowledge of CISV's educational approach and goals, the CISV programmes, and the Step Up structure and objectives (b)

❯ Understand and support all activities in the pre and post phases of the Step Up (p)

❯ Meet in each other's homes to enable participants to build confidence and trust

❯ Allow the delegation to develop their own experience with this activity

Things that Parents Can Do:

❯ See what CISV has meant to the youth after they have lived the Step Up experience and make sure others have the same opportunities

❯ Help Chapter and staff in planning the Impact Day

❯ Join the local Chapter, support fund raising functions, be a host family, and contribute to CISV activities

❯ Become involved in the Chapter administration as members of a committee and work to strengthen the Chapter within the local community

❯ Apply to become leaders or staff members

❯ Become involved with the NA in strengthening CISV and establishing new Chapters in other parts of the country

❯ Become involved at the regional or international levels of CISV

STEP UP / HOSTING BEFORE

	Introduction	Role Profiles	Hosting Before	Hosting During	Sending	Education & Evaluation
Staff	◆	◆	◆	◆		◆
Leader	◆	◆		❖	◆	◆
Parent	◆	◆			❖	
Participant	◆	◆			❖	
Chapter/NA person with programme responsibility	◆	◆	◆	◆	◆	◆

ADMINISTRATION FOR HOSTING THIS PROGRAMME

ADMINISTRATIVE RULES

All CISV programmes must be organized in accordance with the administrative rules set out below and in InfoFile C-03 Programme Basic Rules.

CISV'S GLOBAL PROGRAMME HOSTING PLAN

One of the most important strategic commitments CISV has made is to host and participate in a sustainable way. In this way CISV can reach more and more people with its unique peace education programmes.

CISV plans three years in advance and states the minimum target number of programmes, globally and regionally. The plan is reviewed and approved annually and can be found on **www.cisv.org.** The plan is based on input from NAs, the Chapter Development Committee, the Educational Programmes Committee and the International Office (IO). The Regional Coordinators for Chapter Development play a key role in ensuring that regions plan effectively and deliver the programmes that they have committed to hosting. If there are any changes, the statistical information is gathered by the IO (via the Regional Coordinators for Chapter Development) and updated regularly, so that we keep track of actual hosting figures and maintain a realistic view three years ahead.

An NA should plan its hosting in consultation with the Regional Coordinators for Chapter Development. Each NA's hosting plan is included in the global programme hosting plan.

DETAILS OF HOSTING OFFERS

The global programme hosting plan contains basic information; type of programme, hosting year, and hosting NA. Next NAs need to confirm the information and get the full hosting details, such as Chapter name, programme dates, age group, airport code of the nearest international airport and the maximum number of invited participants.

NAs provide these details one year in advance by filling in and returning the Host and Participant Data Sheet (one for each of the seven programmes) to the IO. This information is due on 1 June the year before the programme hosting year. NAs planning to host an IPP provide these details by submitting a completed IPP Action Plan Form to the IO by 1 May.

At this point an NA should have:

> a suitable site, available for booking

> assessed the availability of people willing to work for their programme (from the Chapter)

> guaranteed finances for the programme

> identified potential home staff

> identified potential home staff

PROGRAMME HOSTING OFFERS

Before an NA offers to host an international programme, the NA/Chapter must consider whether it has the ability/space/volunteer commitment to enable it to host. Once the NA has confirmed its programme plans, CISV International relies on that information and everyone plans accordingly. If a host NA decides to change dates or cancel a programme, penalties are assessed (see section on Penalties for Cancellations/Changes). CISV International will consult with the NA if there are concerns regarding their ability to host.

If needed, the International Office may contact host NAs to ask about adjusting dates or changing age groups if they feel it might create a better spread of programmes or uptake. The host list is then finalised by the IO.

The IO coordinates the process of inviting NAs to participate. Starting the end of January of the hosting year, the IO will update host NAs regarding which NAs will be sending participants to their programmes.

PROGRAMME CO-HOSTING

Two National Associations can decide to host a programme together. This is done when one or both NAs do not have sufficient resources or hosting experience to host on their own. If two NAs decide and agree to co-host a programme they need to inform the Regional Teams for Chapter Development as well as indicate this in the relevant Host and Participant Data Sheet.

Co-hosting a programme is an opportunity to make a programme happen while also benefitting from the cooperation, help, and support from another NA. It can develop relations between the NAs and also result in more diverse programmes.

It is very important that both NAs identify their official contact persons and start communicating with one another early on to plan and document the nature of their cooperation. This will include agreeing on matters such as host location, budget arrangement, general support, programme staff, hospitality points, etc.

It is strongly recommended that partnering NAs are from the same region.

In some cases, when the need for host support does not require co-host, a host buddy can be an alternative. A host buddy is a NA with strong hosting experience and knowledge that can act as a mentor. A host buddy would touch base with the NA throughout the planning process to ensure that things are on track, while also being available in the host has questions or doubts.

A hosting Promotional Association must have a co-host or a host buddy.

See **Co-Hosting Guide**.

FINANCES FOR HOSTING

Each programme should have a treasurer. This person may be the Chapter treasurer and should have the ability to deal with financial/banking needs of the programme.

The programme budget is vital and should be carefully discussed in the Chapter and with programme staff or LIC. It is helpful for Chapters that have hosted previously to use figures from past programmes to help forecast costs.

Fundraising and seeking contributions in-kind are essential parts of hosting most programmes. Interchange host families pay for their programme, which they organize under the supervision of the LIC and leader(s).

In programmes with host fees, these contributions will assist in covering the costs of the programme. They may not, however, be sufficient to cover all the costs. Chapters may wish to consider seeking free accommodation/food/excursions, donations or grants from government or other funding organizations. Before a Chapter agrees to host a programme, they must have financing and fundraising plans in place.

During the programme, the treasurer should check regularly that costs do not exceed the budget. It is a good idea for the treasurer to check on the budget once a week with Chapter and staff representatives.

INTERNATIONAL FEES

The bulk of funding for the work of CISV International (including the IO) comes from membership fees contributed by NAs and from participation fees paid by participants in CISV international programme. These fees help to pay for the overall supervision, administration, training and management of all programmes by Regional Delivery teams, international committees and the IO. Each year, the Governing Board reviews the budget and participation forecasts and determines the fees for the following year's programmes.

WHEN HOSTING A PROGRAMME

The NA/Chapter must raise funds to cover the costs of hosting the programme. Interchange families bear the cost of their programme, although in some cases the NA/Chapter provides assistance.

For all international programmes except Interchange, the international fees paid by participants include a host fee. This host fee is a contribution to the hosting costs. It is collected by CISV International and credited to the host NA. This credit will appear on the NA's quarterly statement that is issued by the IO.

For current participation and host fee information, see InfoFile **C-10 CISV International Fee Structure** on **www.cisv.org.** Fees are billed to the participants' NAs. Note that fees that apply to staff will be invoiced to the host NA. Fees are collected by the IO on behalf of CISV International. This will cover part of the hosting cost.

For help and ideas on fundraising, refer to the **CISV Fundraising Guide.**

PENALTIES FOR CANCELLATIONS / CHANGES

Once the NA has confirmed its programme plans, CISV International relies on that information and everyone plans accordingly. So, when an NA decides to change dates or cancel a programme, this can cause significant difficulties for participants around the world. As a result, penalties are imposed on host NAs for late programme cancellations and late date changes. For full information see InfoFile C-11 Programme Cancellation and Penalty Fees on **www.cisv.org.**

BASIC BUDGET RULES / ITEMS

All expenses for staff, leaders and participants (except personal spending money) are to be covered by the programme budget. Any staff pre- and post-programme administrative expenses, as well as pre and post meeting costs, are to be included in the budget.

Lodging and meals connected to special events planned by the hosting Chapter for staff, leaders and JCs during the leaders' orientation, leaders' night out, leaders' weekend or at any time during the programme must be covered within the programme budget. Under no circumstances are these expenses to be charged to staff, leaders or JCs. Alcohol or other extras are not included and are considered personal expenses.

Transportation to and from the designated arrival point (stated in **Pre-Camp 1**) must be paid by the hosting Chapter.

All excursion costs (except personal spending money) must be included in the budget. Participants must not be asked to pay extra money to go on excursions. Note that with Interchange, it is usually the hosting families (not the NA/Chapter) who provide the funds in the budget.

Many programmes will design their own camp-shirt. In some programmes the host provides it as a gift to all participants, and in some programmes the participants can buy it. Where participants have to pay for the camp-shirt it is strongly recommended that the shirt be sold close to production cost, and that it not be used as a means to generate income to the programme or host Chapter. Though camp-shirts are not mandatory in CISV programmes, there often is an expectation that a camp-shirt will be available, and participants may feel obligated to buy it.

SAMPLE OF BUDGET COMPONENTS

Income (Possible Sources)
- Host fees (where applicable)
- Donations/grants
- Contributions in-kind (sites, materials, food, etc.)
- Financial contribution from NA
- Financial contribution from Chapter

Expenses
- Pre-and post- programme staff meeting expenses
- Staff training
- Travel and expenses for trainers and home staff
- Accommodation for participants and staff
- Site rental
- Site insurance, if not included in lease
- Food/drinks (3 meals per day, plus at least 1 snack per day)
- Materials (for activities and/or other programme purposes)
- Arts and crafts
- Sports equipment

- Flip charts, paper, markers, pens, pencils
- Hygiene, health, and safety supplies
- Cleaning and maintenance of the site, including equipment and materials
- Laundry facilities and supplies
- First aid supplies
- Security
- Administration(photocopying, phone, e-mail, postage prior to, during and after the programme)
- Excursions
- Transportation (including insurance)
- Entry fees (to any places of interest visited during excursions)
- Miscellaneous
- Unexpected expenses

ACCOMMODATION AND CAMPSITE

Hosting a programme usually starts with finding a site. Ideally the site is ready for booking immediately after the hosting offer has been accepted and confirmed (shortly after the Host and Participant Data Sheets have been submitted to the IO by 1 June, or 1 May for the IPP Action Plan form, in the year prior to hosting). All facilities must comply with local/national health and safety and building laws. See below for details of standard requirements.

CHOOSING THE CAMPSITE OR HOST HOME

(These basic standards also apply to homes where participants stay for weekends or for Interchanges.)

The NA/Chapter must choose an appropriate site. The programme environment and the site must be conducive to a safe and healthy programme. The National or Chapter Risk Manager must also assess the site and report on its suitability to the National Risk Manager, using the **Risk Management Checklist – All Camp Programmes** or **Risk Management Checklist – Interchange.** The standards required of a programme site are set out below.
The site must be clean, safe, meet local health and safety requirements and must be adequately insured. Staff, Chapter and site representatives should conduct an inspection of the site together before the programme so that any pre-existing damage can be noted and will not be considered the responsibility of the programme or the Chapter.

Together they should form a clear agreement on how to deal with any claims of damages, both before and after the programme.

The site must be near the supporting Chapter and within reasonable distance of medical assistance, shopping, banking and other necessary services. It should have defined boundaries and not be shared with other groups or travelling individuals, if at all possible (this includes both CISV and non-CISV groups). It is of great importance that participants are free from outside interference. If, for any reason, the site has to be shared with another group, ensure that facilities and meal-times are scheduled separately.

If the site is not easily accessible, the host Chapter needs to arrange for group transport from a common meeting point to the site. The designated meeting point is where the Chapter considers it reasonable and safe for delegations and participants to reach on their own, and that does not require local knowledge or extensive walking. Any travel cost after the designated meeting point should be covered by the host Chapter. To ensure that all delegations and participants arrive at the designated meeting point on time, the Chapter should provide a clear meeting time for the meeting point (airport, train station, bus station or other).

SITE INSURANCE

All programme sites must be insured. Whenever a Chapter leases or borrows a site for a programme, it is essential to check that it is insured. If the landlord does not provide insurance, the Chapter must purchase appropriate insurance. The Chapter should ask for the assistance of the National or Chapter Risk Manager when arranging insurance.

BASIC STANDARDS FOR SITES AND HOST HOMES

The preferred location for a site is in the countryside or a sparsely populated area, not too far from the supporting Chapter. Within a reasonable distance there should be medical assistance, shopping, banking facilities, and other necessary services.

Dormitory/Sleeping Facilities/Bathroom Minimum Standards/Requirements:

- ❯ Separate areas/rooms for adults and children, as wells as for the genders represented at the programme
- ❯ Sufficient space between beds and/or mattresses
- ❯ Mattresses (with or without frames), bed linens and pillows
- ❯ Lighting
- ❯ Ventilation / climate control appropriate to the climate/site
- ❯ Separate showers that allows for appropriate privacy for everyone
- ❯ Separate toilets that allows for appropriate privacy for everyone
- ❯ Space for luggage
- ❯ Clean and sanitary conditions

Where the sleeping arrangements consist of mattresses without frames, it is important to take into account the site, the local environment, the age group and the duration of the programme, and to take any preparatory measures needed with respect to hygiene and comfort. It is also strongly advised to inform participants of the sleeping arrangements in the Pre-Camps.

Dining and Eating Facilities

- ❯ Separate dining area
- ❯ Sufficient tables and chairs
- ❯ Cutlery and dishes
- ❯ Adequate hygiene
- ❯ Meet health and legal standards

Food

- ❯ Three meals and at least one snack a day
- ❯ Sufficient quality and quantity of food, with a varied and healthy international diet
- ❯ Safe drinking water available at all times
- ❯ Provision for special diet requirements

Kitchen

- ❯ Sufficient cooking equipment and facilities
- ❯ Refrigeration facilities
- ❯ Adequate hygiene

Laundry

- ❯ A place to wash and dry clothes, preferably a washing machine, and when this is not possible, external washing facilities must be arranged

Activity Room

- ❯ One room large enough for all participants
- ❯ Smaller areas for smaller group activities

Outdoor Facilities

› Free from health hazards

› Adequate space for activities

Office Space

› Telephone, fax or e-mail facilities

› Safe for valuables

› Room for staff to meet

Communications and Internet

› There should be at least two means of communications - email and telephone. It is also recommended that at least one of the staff team have a mobile/cell phone, which could be used in emergencies if the regular telephone lines are unavailable.)

› It is recommended that a computer with internet access be available to staff in all programmes

› It is suggested that where internet is available, and where it is deemed not to interfere with the programme, that leaders and JCs may also have access to the computer to check and send e-mails on a limited schedule

TRANSPORT

Any driver and vehicle must be licensed and hold the necessary insurance. At least one car should be available for the entire duration of the programme. At least one staff member must hold a full (eligible) driving licence and be appropriately insured, so that banks, hospitals etc. can be reached easily at all times. Participants are not allowed to drive during the programme.

Where buses are used for arrival, departure or trips, experience has shown that it is better to use one large bus instead of several small ones.

If there are bicycles at the site, it should be made clear that they are to be used only for practical purposes, such as shopping or group activities. The group atmosphere can be disturbed if individuals are able to reach locations independently. In all cases, the insurance situation for cycling in the country should be checked and be familiar to all staff members.

MEDICAL NEEDS

At least one staff member must have valid first aid and cardiopulmonary resuscitation (CPR) training, and first aid supplies must be available at the site. It is the responsibility of the host Chapter to ensure that this is the case. If there is access to water (pool, lake, etc.) at the site, there must be a lifeguard present if required by local/national law. The services of a hospital, doctor, dentist, nurse, psychologist, pharmacy must be available nearby. Ambulance services must be on call. It is also recommended that counsellors be available, should anything happen that would require their assistance.

If a participant is unwell, or injured to the extent that medical advice is required (beyond the basic first aid training of staff), any treatment given must be prescribed and provided by a medically competent person.

If a serious medical incident does occur, a CISV **Incident Report Form** must be completed and the accompanying instructions followed.

Consult the World Health Organization (WHO) website regularly to determine whether there are any travel warnings or advice in place. CISVers should avoid travel to (or itineraries with transfers in) locations where there is a WHO advisory against travel for any health reason.

Just prior to a programme, it is important that the host Chapter consults the WHO website and local authorities to determine whether any procedures or precautions are needed upon arrival of participants. The host Chapter must discuss these guidelines and responsibilities with programme staff and ensure that agreed procedures are followed.

Staff, leader and programme coordinators must be familiar with the **CISV International Mental Health Guide.**

RISK MANAGEMENT

In all Situations and at All Times, the Welfare of CISV Participants is Our First Concern.

Each host Chapter must have a Chapter Risk Manager and that person must be involved in the planning, preparation and running of the programme.

The National/Chapter Risk Manager should check that the necessary steps have been taken to provide for a programme using the **Risk Management Checklist – All Camp Programmes** or **Risk Management Checklist – Interchange.** This official international form must be used when a Chapter is hosting an international programme. Most of the questions must be addressed during the preparation of the programme. This report form serves as a final check by the Risk Manager. If completed by the Chapter Risk Manager, the report must be signed and sent directly by fax/post/e-mail to the National Risk Manager. The National Risk Manager must review and sign the form and include reference to it in their report to the NA board.

For the role of the Risk Manager and all other risk-related considerations, please see InfoFile section N and the Risk Manager role profile at InfoFile **U-14 Model Role Profile - NA or Chapter Risk Manager.**

BEING PREPARED TO ACT IF A CRISIS ARISES

When you are preparing to host a programme, there are many things to consider. Among them is what to do if something goes wrong, even seriously wrong – a crisis. Each crisis is unique, but as a group of people planning a programme, it is important to be prepared in case of a crisis, so it can be quickly recognised and addressed.

It is also very important, as part of planning for a programme, to consider and prepare a communications plan. For more information, see the **Crisis Communications Guide.**

TERMINATING A CISV INTERNATIONAL PROGRAMME

To terminate a programme means to close it down once it has started, but before its official end date. (Note that alternatively, cancellation takes place before the programme has started. Should it become necessary to terminate a programme, it is important to understand the responsibilities involved.

The decision to cancel or terminate a programme lies with the host National Association. It is imperative that the hosting National Association communicates with CISV International as soon as the risk for termination becomes real.

In all cases, the health and safety of participants is always CISV's top priority.

Prior to termination
In some specific cases, there may be an alternative to terminating the programme. If, for example, a campsite has suddenly become unfit for its purpose, but the host Chapter/NA deems it possible to continue the programme (while still achieving its goals) by changing the location and format that could be an option - even if the circumstances are not ideal. This must be discussed with CISV International and any significant change, such as venue, must be communicated by the host to the sending NAs.

In other cases, if the situation in the programme concerns deteriorating group dynamics, prompt consultation with CISV International might help avert closure by, for example, the decision to send someone to the programme as a mediator. In addition, by having the host Risk Manager to initiate, the sending Risk

Managers may gain a better understanding of the situation and be able to support their leaders or participants to help make the programme successful.

Immediate steps when a programme is terminated
The host Chapter/NA must take the necessary actions required to keep the participants safe. The host Chapter/NA is also responsible for arranging for food, accommodation and assisting with any changes to return travel arrangements.

In the event of a serious crisis, CISV Travel Insurance provides crisis management advisors whom the Chapter/NA should consult.

The host Chapter/NA must inform CISV International about the situation as soon as possible. In addition to contacting the International Office, every attempt must be made to contact at least one of the following persons: Governing Board Trustee; the Secretary General; the International Risk Manager or the Educational Programmes Manager. Furthermore, it is the responsibility of sending NAs to communicate directly with National Risk Managers of the hosting National Association. CISV International will also communicate with all participating NAs to acknowledge the fact and officially pronounce the programme terminated.

Additional costs
The answer to the question of who must bear the costs of any changes to travel plans will depend on the situation and the reasons for terminating the programme. However, additional travel costs relating to changing tickets home must be borne initially by the sending NA or participants.

In all cases, the host Chapter/NA is responsible for covering the costs of food and accommodations until participants are able to return home. If participants choose to stay on longer rather than return home early, they become responsible for their own costs (including any additional insurance required) after the first possible departure date has passed.

In cases of termination due to force majeure, such as national security or natural disaster, it is recommended that the airline and CISV Travel Insurance claims handler be contacted immediately to see if they can cover costs up front; if that is not possible, the participant should make claims afterwards.

If termination is for reasons other than force majeure, and if there are irrecoverable additional travel costs, then the host Chapter/NA may be required to cover those costs. It is expected that the NAs will work this out among them. However, if the parties are unable to reach an agreement, the matter can be escalated to the Resources & Infrastructure Committee.

Any issues relating to programme fees (including repayment or reclaiming of host fees) must be referred to the Resources and Infrastructure Committee, which will consider the circumstances and make a recommendation to the CISV International Governing Board

APPOINTING STAFF AND OTHER VOLUNTEERS WITH PROGRAMME RESPONSIBILITY

Home staff must be appointed, and training must be arranged. The invitation process should begin for any international staff and the host NA will pay all expenses for them (unless otherwise stated by the host NA prior to inviting any international staff). Finding staff should be a shared effort of the host Chapter and/or NA.

All recruitment and training must follow our **Child Protection Policy and Procedures.**

GENERAL APPROACH TO SELECTION OF PEOPLE WHO WILL COME INTO CONTACT WITH PARTICIPANTS

In CISV, people in a position of responsibility are the guardians of other people's children. We have a responsibility to participants, their parents, the law and to ourselves, to be very careful in choosing the people who take on programme responsibility and assume a guardianship role. We must also be conscious of, and careful about, anyone who comes into contact with participants.

The responsibility for selection lies entirely with the NA/Chapter. Each NA/Chapter must appoint people for selecting and screening all of the people who will be in contact with participants. They must follow our **Child Protection Policy and Procedures** which specifies our Selection Procedure for all staff, leaders and other people who will be in any kind of position of trust and responsibility.

Some general qualities and competencies to consider in the selection process in addition to our selection procedure:

- ❯ Interest in CISV's mission, programmes and educational approach
- ❯ Willingness and ability to observe rules and laws;
- ❯ Self-control and maturity;
- ❯ Integrity and good moral character;
- ❯ Common sense;
- ❯ Cultural sensitivity and openness to new ideas;
- ❯ Appropriateness as a role model within the context of the programme;
- ❯ Appreciation of the volunteer nature of the role;
- ❯ Interest and ability in working with children;
- ❯ Effective verbal and non-verbal communication skills;
- ❯ Physical and emotional stamina;
- ❯ Sense of humour;
- ❯ Problem-solving skills;
- ❯ Programme-related attitudes, skills and knowledge

STAFF

When to Appoint Staff

Selection and appointment of staff should take place as early as possible in the programme planning process. All or most staff should be in place by the deadline for sending out Pre-Camp 1 (see below), which is 1 March (for Jun-Aug programmes)/1 September (for Dec-Jan programmes)/1 December (for Mar-Apr programmes).

Number of Staff

CISV minimum staffing requirements are designed to ensure a good ratio of staff to participants and to have enough staff so that responsibilities can be shared effectively among the team. The detailed requirements are explained in InfoFile **C-03 Programme Basic Rules.**

Qualifications

The responsibilities of these positions are set out in the role profiles section of the Guide. Any applicant selected must have appropriate skills and background.

Age Requirements

The following rules must be observed and can be found in InfoFile **C-03 Programme Basic Rules.**

Staff and JCs must be the correct age on the first day of the programme. Leaders must be the correct age on the day they leave for the programme. This rule does not apply if it violates the law of either the sending or the hosting National Association. Specifically:

> All adult leaders and staff must be at least 21 years old

> At least one member of the staff of every Village, Seminar Camp, Step Up, Youth Meeting and IPP must be at least 25 years old

> Programme staff may have only one junior staff member from the hosting NA; Junior staff must be at least 19 years old, and cannot be left in charge as the only staff member on site

All staff, leaders and JCs must receive appropriate orientation and leadership training following our **Child Protection Policy and Procedures.**

Part-Time Staffing

Part time-staffing, generally, is not an ideal arrangement but if the host Chapter has no other means to solve their staffing situation then this should be planned and agreed with the full knowledge of the staff group, host Chapter and Chapter Risk Manager. Part-time staffing is not an option for the Programme Director who should be available/accessible at all times. There must be an appropriate number of staff present on-site at all times.

APPLYING TO BE A STAFF MEMBER

Anyone applying for a position of programme responsibility (including staff, leaders, JCs, junior staff/leaders) must submit a **Staff-Leader Application Form** to the CISV member at the NA or Chapter level, who is responsible for staff selection. That is the person to whom the **Staff-Leader Application Form** should be returned. The form must be signed by the applicant.

REFERENCES

Following our **Child Protection Policy and Procedures**, anyone applying for a position of programme responsibility (including staff, leaders, JCs, junior staff/leaders) must arrange for 2 references to be submitted on their behalf. The NA should refer the applicant to the **Reference Form.** The applicant should fill in the 'Section 1 Applicant Information' on page 1 of the form and then send it to their two referees, along

with the name and address of the CISV member, who is responsible for staff selection. The referees should send the completed reference forms directly to that person. The form can be filled in electronically, but must be printed out and signed.

Even if the person has served as staff member or leader before, they must provide references each year that they apply for a staff/leader position. Previous references can be used if the referee confirms that the information is still valid. There is a space at the end of the **Reference Form** for a referee to sign to confirm that they have given a previous reference, which is unchanged.

POLICE RECORDS CHECK

Following our **Child Protection Policy and Procedures**, police checks are required for everyone in any position of trust and responsibility at all CISV International programmes and activities. This means that each NA will have to investigate and apply the procedures in its country.

What is Meant by Police Check?

The terms used and the procedures will vary from country to country. For example, in some countries, with the individual's consent, the organization can obtain the information directly from the police. In other countries, the individual has to make the request personally. In some countries the police or other authorities may only give information about situations where the individual has been convicted (found guilty) of an offence. In other countries, they might also give information about arrests or when an investigation is underway.

CISV has to work with the best information we can obtain according to national laws and procedures. What is essential to find out is whether an applicant has a criminal record of convictions or arrests, which would make them unsuitable to take on a role of trust with children in a CISV programme.

What if it is Not Possible to do Police Checks in some Countries?

CISV has to work with the best information we can obtain, according to national laws and procedures. If the law in an NA does not permit police checks, they should send a statement to the IO and the Regional Risk Managers to explain the situation and wait for their guidance.

Will the Applicant Agree?

All applicants are required to fill in and sign the **Staff-Leader Application Form**. The Form includes a Certification that states:

I have no criminal convictions or history of mental illness, emotional counselling, violent behaviour, child abuse, drug/alcohol abuse, prejudice etc. that would disqualify me from participation in CISV's international, cross-cultural and peace education programmes. I agree to a police record check if required by CISV. I consent to the personal data in this Application Form being used by CISV to process this application and agree that it may be shared with other people involved in organizing the programmes, wherever they may be hosted.

The applicants, therefore, are aware that such a check will be required and have agreed to it in advance. If they then decide that they do not want a check carried out, their application will be withdrawn.

Additional Requirements

The national law in some countries may have additional requirements for leaders and staff (e.g., regarding age, police checks or registration with authorities) that also pertain to anyone from abroad who will come in contact with children in the host NA. In this case, it is the responsibility of the host NA to communicate these

requirements to the participating NAs and any invited leaders/staff as soon as possible so that can be taken into consideration in the selection and preparation of the leaders/staff.

The CISV member at the local or national level who is responsible for staff selection must review the **Staff-Leader Application Form** and the two **Reference Forms.** In countries where this is possible, they must also obtain and review a police record check on the applicant. See the sub-section immediately below for the procedures relating to international staff.

Remember, no selection can be made unless the procedure in our **Child Protection Policy and Procedures** has been followed, national or local laws are in addition to that procedure.

SPECIFIC PROCEDURES FOR INTERNATIONAL STAFF

This section relates to situations where a Chapter/NA wishes to invite staff members from another NA to staff a programme, which it is hosting.

IPP, Seminar Camp, Step Up, Village and Youth Meeting

In every case, the person responsible for staff selection in the host NA should send a formal inquiry to the home NA of the person they want to invite, asking if they may invite them. The home NA might refuse if they feel that they cannot recommend the person as staff, or that they need the person for a programme at home. If this is the case, the home NA has the final say. If the home NA agrees, it is then up to the host NA to decide the specific staff role. The host NA is ultimately responsible for ensuring that their international staff members are trained.

If the home NA agrees, the person in the host NA responsible for staff selection should send an invitation to the invited person with a copy to the home NA. The invitation must contain the **Staff-Leader Application Form,** two **Reference Forms,** as well as a clear statement regarding the following:

- ❯ the position (Programme Director or ordinary staff member)
- ❯ any financial obligations (including agreement on who will cover travel costs)
- ❯ relevant staff education/training
- ❯ pre- and post- programme days

Anyone interested in becoming international staff can check for international programme staff opportunities on **www.cisv.org.**

All international Staff

An applicant for an international staff position for any programme must:

- ❯ fill in a **Staff-Leader Application Form** and send it to the person in their NA who is responsible for staff selection
- ❯ ask two referees to complete the official CISV **Reference Forms** and forward them directly to the person in their NA who is responsible for staff selection
- ❯ work with the person in their home NA who is responsible for staff selection to arrange for a police check (where possible according to national law) to be carried out and sent to that person for review

Due to the time and effort involved, obtaining a police check must be part of the initial application process for all international staff. The reasons for the home NA to be involved in the police check process for international staff are that: (a) they will know the procedure for requesting the checks in their country; and (b) the police document will be in their language and they will be able to understand and review it effectively.

The Person in the Applicant's Home NA who is Responsible for Staff Selection Should:

> ensure that the full selection procedure in our **Child Protection Policy and Procedures** is followed in cooperation with the person in the host NA, who is responsible for staff selection

> review the **Staff-Leader Application Form**, references and police check

> (if all is satisfactory and the applicant is considered to be a suitable candidate) sign the CISV certification at point 11 of the **Staff-Leader Application Form**

> forward a copy of the **Staff-Leader Application Form** and the references (not the police check) to the person in the host NA who is responsible for staff selection, which indicates that the home NA is agreeing that the person may be selected for an international staff position

The host NA (or Regional Delivery Teams for Educational Programmes for Seminar Camp staff) then reviews the material and it is up to the person in the host NA, who is responsible for staff selection to confirm the choice and offer the position to the applicant.

Host NAs must advise the International Office of any international staff they are inviting.

The majority, or at least half, of the host staff for a programme must be from the host NA (preferably the host Chapter).

KITCHEN STAFF

Kitchens and food preparation must comply with all local health and safety regulations. Anyone who is selected to be kitchen staff must be certified or able to do that work in accordance with local laws.

If these volunteers are to have any roles of trust and responsibility in the programme or are ever to be left alone with participants, then they must go through the full selection procedure as set out in our **Child Protection Policy and Procedures**. All volunteers must be selected and trained following our **Child Protection Policy and Procedures.**

Prior to the programme, it must be agreed among the host staff, kitchen staff and host Chapter what the role and involvement of the kitchen staff will be during the programme. To help set expectations and avoid confusion this should also be made clear to leaders and participants at the start of the programme. It is recommended that:

> at least one adult kitchen staff (age 18+) is present at all times when the kitchen is operating

> all kitchen staff are at least three years older than the programme participant age group

> one programme staff member is assigned as liaison to the kitchen staff

> Kitchen staff are vital to the success of the camp. It is however important to be aware that kitchen staff can be subject to some issues at camp. Kitchen staff should be reminded that they too have to follow the camp /CISV rules.

> There should be a regular meeting time with the kitchen staff with whoever is assigned from the staff group to be responsible for them (like a "delegation meeting" so they can stay on top of any issues, etc.)

HOST FAMILIES

Some CISV programmes include homestays – staying with a local host family. These host families are required at various points before, during and after the programmes. Host families must always be selected and trained following our **Child Protection Policy and Procedures.** A proper process for selecting and supporting these families will ensure:

Accountability

By knowing that these families are trustworthy and in tune with the purpose and principles of CISV, the Chapter can feel more at ease at those times when a programme is occurring outside the jurisdiction or control of the staff.

Training and Support

By training and supporting these families the host Chapter can feel that participants are as safe and secure as possible. The families will also feel more secure, knowing what is expected of them if something were to go wrong due to accident or illness. By ensuring access to staff/leaders and/or programme committee members through established procedures, participants can trust that host families are working together with leaders and staff to keep them secure.

Selection Process for Host Families

In addition to the procedures set out in our **Child Protection Policy and Procedures**, the following qualifications are required when selecting a host family:

> A sympathy with and willingness to learn about CISV, its mission, principles, values and programmes

> A love of children and experience working with them

> Time to spend with the participants

> A desire to actively learn about the participants' culture and to share their own

> Able to provide necessities for health and safety

> Comfortable being a substitute parent for the participants and accepting all responsibilities that might arise

> For Interchange, all hosting families must be within 1½ hours driving distance from each other and the adult leader

> For Interchange, the host family must be prepared to participate in the planning and implementation of the hosting agenda

> For all programmes, the family or a family member must be known to the Chapter

The Following Criteria are Helpful and Advisable:

> A family or family member has been involved in a CISV programme

> Direct prior experience with the programme

> Intercultural experience

CISV wishes to promote a safe, healthy and positive environment for participants and the hosts. A home visit to the family must be conducted by the Chapter before the family is accepted to host. The Chapter must also meet and be comfortable with all family members (or others) who will be living in or regularly visiting the home during the home-stay.

When the Chapter is deciding which participants to place where, they should be sensitive to cultural needs and take into consideration any special requirements. It is generally preferable that there be more than one adult in the home. For the protection of child and adult participants, it is recommended that no adult should spend time alone or unobserved with any one child or group of children. To the extent possible in a home setting, they should try to spend time together in areas where they are clearly visible to others.

Orientation

There must be an orientation session for families that are considering hosting participants during a CISV programme. This orientation must follow our **Child Protection Policy and Procedures.**

CHAPTER VOLUNTEERS AND OUTSIDE PARTIES

(This section refers to anyone who is not a staff/leader but comes into direct contact with programme participants).

All volunteers must be selected and trained following our **Child Protection Policy and Procedures.**

When bringing outside parties in to programme to assist with specific activities, it is important that they are screened carefully and that their participation is approved by the Chapter/NA board. When outside parties are brought into a camp setting, they must never be left alone with child participants. At all times, a member of staff or leader must be present.

If any volunteer is coming into contact with participants, the NA/Chapter should know their abilities/manner and enquire into their background in order to determine whether or not they can take any part in the programme. If a speaker or performer is invited to the programme, the NA/Chapter should also be aware of that person's background and obtain a C.V. in order to determine whether or not they can contribute positively to the programme.

On-site as well as off-site, a child participant should never be left alone with an outside party or even a Chapter volunteer who has not gone through the full selection and training set out in our **Child Protection Policy and Procedures.**

STORING AND KEEPING PERSONAL DATA

All information received in the **Staff-Leader Application Form**, **Reference Forms** and through police checks is personal and sensitive and must be treated with confidentiality. Only those designated to be responsible for selection (and the person designated to assist them) should see such information. The applicant signs to consent to the data being used by CISV only to process the application and agrees that the information on the **Staff-Leader Application Form** may *only* be shared with programme organizers.

For general information on Data Protection please see **Data Protection**.

All of this information must be kept confidentially and securely. We recommend that the Chapter keep a staff/leader selection checklist (as a record that the required steps were followed and satisfactory) and send the Application/Reference/police check forms to a person designated by the NA to keep them in a secure location. That person will also be responsible for ensuring that the documents are ultimately destroyed according to local or national laws. Based on legal advice on English laws and practice, CISV can suggest the following as guidelines, but local laws may differ and should be checked:

> Police check information should be destroyed after recruitment or as required by national law

> If a person applies and is not selected, all the information should be destroyed within 6 months

> If an applicant is selected, then the information (other than police checks) should be kept for 6 years after the programme (or 6 years after they stop being a volunteer), then destroyed

Note that particular care should be taken when destroying and disposing of people's personal information. This must be done in a secure way that means that none of the information can be read or retrieved (if on a computer) or the person identified.

PRE-REGISTRATION ON THE MYCISV WEBSITE

In 2020, myCISV will undergo a major re-development. The new myCISV changes will be rolled out gradually. For 2020 only staff, leaders, JCs, NICs and LICs will be expected to register on myCISV and be assigned to their respective role and programme by their home NA.

See more information at [MyCISV Questions & Answers](#).

STAFF AND CHAPTER COOPERATION

There are many different roles taken on by volunteers and each Chapter may organize itself slightly differently. However, there are some standard expectations that need to be understood.

Ensuring that Everyone has Realistic Expectations

One of the best ways to avoid difficult situations before, during and after the programme is to make sure that staff, participants, their parents, and leaders have realistic expectations of the programme. All people with programme responsibility must have training and understand the role they will play, what is expected of them and what they can expect in return. Before they leave, programme participants and their parents should have a good understanding of the programme and what they can expect from the experience and from CISV. It is up to the Chapter/NA to make sure that everyone has reasonable expectations. It is up to the leader (in programmes where delegations travel with a leader) to work with participants in advance to prepare them for the programme.

PROGRAMME INFORMATION

SENDING OUT INFORMATION TO HELP PARTICIPANTS PREPARE FOR THE PROGRAMME

Prior to the programme, the host Chapter must make sure that Pre-Camp documents are completed and sent to all the relevant parties.

Individual programmes have different guidelines on the number and content of Pre-Camps, and also the deadlines by which they should be sent (see the relevant programme Guides for more information). As a standard minimum, hosts of all international programmes (except Interchange) should send out at least two Pre-Camps as outlined below. Pre-Camps can also be uploaded in the relevant activity area on **myCISV** so that participants who have claimed participation and been approved can access them directly.

VISAS

Hosting NAs may need to provide an official invitation for visa application purposes. The **Sample Visa Invitation Letters** is available on **www.cisv.org**. The relevant text would have to be copied and pasted with relevant additions/deletions onto NA letter head and sent to the relevant NA and/or authorities.

It is recommended that the host NA contact the office that issues visas in that country giving some information about CISV, explaining the nature of the international programme that will be taking place and advising them of the home countries of participants/staff/leaders. This approach has been shown to be very effective in speeding up visa applications.

PRE-CAMP 1

This should contain basic information on the programme site, meeting point, dates and contacts. This form must be completed and sent by the NA to all participating NAs and IO by 1 March (for Jun-Aug programmes)/1 September (for Dec-Jan programmes)/1 December (for Mar-Apr programmes). The **Pre-Camp 1 Form** is available on **www.cisv.org.**

PRE-CAMP 2

This should contain detailed information about the programme. There is no form. This document must be sent to all participating NAs and IO by 1 April (for Jun-Aug programmes)/1 October (for Dec-Jan programmes)/ 1 February (for Mar-Apr programmes). Generally, the staff team prepares Pre-Camp 2 and any further Pre-Camp. They should liaise with the Chapter to confirm information and to send the Pre-Camps out. Pre-Camp 2 should always include the site address and the contact details of the Programme Director.

To make it easier for National Secretaries to forward Pre-Camps within their NAs, the programme reference code (e.g., X-2015-001) should be included in the Pre-Camp (and in the file name) and all correspondence. Since Pre-Camps are mainly sent by email, care should be taken that the files aren't too big; 1MB is the maximum size limit.

The following is the sort of information CISV recommends is included in Pre-Camps. This is simply an outline; Pre-Camps can be much more colourful and creative. Keep in mind that Pre-Camps will likely be read by children and their families so remember to keep the content appropriate for the age of the participants.

Please take care not to reproduce photographs, screenshots, or text (including from books or the internet and narrative from films) in your Pre-Camp without permission. Many camps use the title of films or books as

the name of their camp; this is permitted as copyright law does not cover titles (as so many are the same or similar). The reproduction of someone else's material without permission, however, is illegal.

✔ Welcome/Introduction

Describe what the staff roles will be, and who will be the Programme Director, kitchen staff, liaison, etc. Let the participants know some personal information about the team. Staff may also wish to include their hopes and wishes for the upcoming programme. Allow the participants to feel the enthusiasm of the staff about meeting them and having an excellent experience. Enthusiasm is contagious!

✔ Arrival and Departure

Let the participants know which airport is the closest and the arrangements in place once they get there. Let them know if families will be at the airport to pick them up or if there is a common meeting point, and how it can be reached.

✔ Site / Location

Describe where the programme will be taking place. Include some information about the location of the Chapter that is hosting; population, interesting facts, history, etc. Invite participants to do some research of their own about where they will be spending their summer by including some addresses for interesting internet sites on the host town/city and country. Describe the site that the participants will be calling home. Be sure to include important details such as laundry facilities, voltage and socket type, audio/visual equipment, kitchen, outdoor environment (state whether there is a swimming pool, soccer field, basketball court, etc.).

✔ What to Bring

Describe the climate and weather at the time of the programme and suggest the type of clothing that would be appropriate to pack. Include things they might need for special activities; hiking, swimming, beach, etc. Ask participants to make sure their personal items are clearly marked. This will make it much easier on laundry days and when things get left lying around. Of course, remind them to bring their enthusiasm and good ideas!

✔ Things You Should Know – Laws and Rules

Let participants know about the legal age to drink and smoke in your country. It is essential that participants understand the laws of your country and of CISV International (including InfoFile **R-07 Behaviour Policy,** which should also be part of participant preparation). Be very clear which rules and points are non-negotiable.

 Also let participants know about other matter that could be relevant, such as: any laws or cultural taboos against LGBTQ+ people in your country, social norms regarding clothes, courtesy and other aspects that might be different from the participants are used to.

✔ Contacts

Provide the e-mail address, phone number and/or fax of the programme contact for your Chapter. This will collect information and answer any questions that arise, and can be the programme planner, a staff member, or a coordinator. If you know the address of your site, you can include that as well. Also include an emergency contact number for during the programme, as well as an e-mail address or fax number if you have them.

✔ Travel Information Form

Give participants the link where they can find the **Travel Information Form:** Remind them of the deadline to return it, so that you can organize transportation.

✔ Dietary Restrictions

Ask for details of any allergy or dietary restrictions so that the kitchen/food service can be informed and other adjustments made if needed. It can be useful to create a form so that participants do not forget to give this important information.

✔ Special Requests

Ask for details of any other requests such as religious services.

✔ Hello from the Staff or Interchange Partner NIC/LIC!

Let participants and leaders know what you have been up to over the past few weeks. Let them know what is new and what developments have been made, any fun activities or get-togethers the staff may have had over the past few weeks. Again, enthusiasm about the upcoming programme experience is key.

✔ Goals

What are the goals of the programme? What are the purpose and principles of CISV? Ask participants to be thinking about what their goals are for their upcoming experience and how they think they can best achieve them.

✔ Reminders About Preparation

Remind participants that preparation for the programme is essential. Give them strategies for this planning and remind them of their role in the programme.

✔ Activities

Ask participants to be thinking of topics and activities as there will probably be a brain-storming session at the beginning of the programme and their ideas will be needed. Remember to focus on the educational theme of the programme.

✔ Personal Spending Money (Pocket Money)

For the programme staff/host it is important to decide on a common and modest amount of money that is reasonable for a participant to bring for the duration of the programme. Stress the importance of sticking to the set amount. The economic status of many participants varies and they need to feel comfortable. If everyone has the same amount of money then we ensure that we are inclusive, and do not promote a sense of inequity or unfairness among our participants.

During the programme, participants might need money for personal expenses. There may be also be a camp shop and shopping opportunities (if this is chosen as part of an excursion). For reference, provide examples of local prices (soda, chocolate bar, stamps, postcards, etc.).

Inform participants about the local reality in terms of access to and availability of banks or bank machines, any recommendation about how much personal spending money to bring in cash, and what can be paid by credit/debit card locally. Explain national and local safety conditions in terms of how much cash to bring versus credit/debit cards and whether large amounts stored on an individual or the campsite pose a risk to personal safety and camp security.

✔ Emergency Money (Reserve Funds)

The leader/participants travelling on their own must be sure to take reserve funds and credit/debit cards that can be used to cover emergency expenses like medical expenses, hotel charges, etc. The staff and host Chapter need to inform participants about the local reality in terms of what can be paid by credit or debit card, what services may require cash, and the recommended amount of reserve funds (including cash).

✓ Camp Shop

For those planning a camp-based programme, list some of the items that will be available at the camp shop, with their prices. This will help participants budget before they leave.

✓ Forms

All participants must arrive with their health and appropriate legal forms. Remind leaders to duplicate the forms for host families as well as for themselves. Inform everyone if there is a legal requirement in the host NA that requires any special forms or notarization.

✓ Insurance

Remind participants that they are covered by the CISV Travel Insurance and to bring a copy of the notice or certificate of insurance with them.

✓ Vaccinations

Advise everyone to check with their local and national health authorities for any required or recommended vaccinations. Remind everyone attending the programme that they must have the following vaccinations, unless they have a valid medical exemption:

- ✓ polio,
- ✓ DPT (diphtheria-pertussis-tetanus),
- ✓ measles, and
- ✓ rubella

Parents, participants and leaders going to the programme are responsible for:

- ✓ ensuring that they have been checked for lice and other communicable pests or diseases prior to the programme and treated appropriately to avoid bringing any to the programme
- ✓ ensuring that they inform the staff fully of any health or medical information that they need to prepare to provide the best care for everyone during the programme (e.g. allergies, dietary restrictions, medical conditions or mental health concerns.)

✓ Visa Requirements

Advise everyone to check visa requirements and whether they need a special invitation letter to attend the programme. If needed, provide an invitation letter.

✓ Airport Tax

If the host country has any airport taxes, specify how much they are and whether they are paid upon arrival or departure.

✓ Special Things to Bring

You may want to suggest that participants bring certain things relating to your theme. You may also suggest bringing a newspaper from their country from a specific date or articles from magazines from their culture or any other item you feel is relevant to the theme you choose.

✔ What Not to Bring

Computer games, mobile devices, cell phones, expensive things, things that hold considerable personal value, more money than specified

✔ Equipment

List the computer and audio-visual equipment that will be available for use by leaders and participants. Explain any internet access/restriction so as to set clear expectations.

✔ Programme Address and Contact Details

Address of the programme site and/or host homes, e-mail, and emergency contact number for the parents

✔ myCISV Website (http://www.cisv.org/mycisv)

All staff, leaders, LICs, participants and others (e.g., kitchen staff, day staff) must register on myCISV prior to the programme. It is the responsibility of staff/LICs to stress the importance of pre-registration on the **myCISV** website. Besides the practical importance for administrative reasons, it is a great tool to start communication among participants. Also, (provided everyone has claimed participation in the programme and been approved) it will provide staff with an instant address list.

Check out the simple **myCISV Help Notes - Register on the site.**

✔ Research Projects

If you become aware of any research project taking place during your programme, you must mention this in the Pre-Camp and send a copy to **research.proposal@cisv.org** to ensure the research project follows the official approval process and that all relevant persons are informed appropriately.

Suggested Additional Content for Pre-Camp 2

- ❯ Camp theme
- ❯ Cultural activities (explain what they are and give ideas on how to prepare them in relation to the camp theme)
- ❯ National flag (if required, give size)
- ❯ Trading/swapping items (stress that they should be small and inexpensive)
- ❯ Home stay (numbers, suggestion for small gift for hosts)
- ❯ Special events (Open Day, excursions, etc.)

PRE-CAMP 3

Pre-Camp 3 is not compulsory, but you may wish to send a follow-up to Pre-Camp 2. Or, you may wish to complete information given in Pre-Camp 2. In that case, send it in Pre-Camp 3. This Pre-Camp can repeat the important information from Pre-Camp 2. Don't be afraid to be repetitive with the important points. Sometimes people need to read it more than once.

SECURITY CONCERNS IN THE HOST NA

CISV programme are hosted in countries around the world, some of which may be perceived as having security concerns. Generally speaking, CISV recognises that the people on the spot are usually best suited to give a realistic assessment of the situation and can provide information on precautions to be taken. CISV

relies on and trusts its local organizers to take all reasonable steps to create as safe a programme environment as and to assess the local situation and determine whether or not hosting or continuing a programme is appropriate.

Participating NAs are encouraged to obtain information from their governments as well as from the host NA. Host NAs should be aware that participant families and NAs may have concerns and be sensitive to this reality; be ready to answer their questions. Host NAs may want to be proactive and send out general information about what life is like in their country and what people can expect.

Whether or not a programme goes ahead, it is the decision of parents/participants whether to travel to or stay in these programmes.

GETTING INFORMATION FROM THE PARTICIPANTS

PARTICIPATING NAS

Starting at the end of January in the year of the programme (or December for Mar-Apr programmes), the IO will send regular (monthly) updates to hosting NAs of NAs sending participants to their programme.

PARTICIPANT NAMES

Just as staff must register on the **myCISV** website, all programme participants and leaders should also register. That way, staff will have an easy way to collect names and communicate with participants. During the first three days of the programme, staff/Interchange leaders need to check that everyone who has arrived at the programme is also registered for the programme on **myCISV.**

PARTICIPANT SPECIAL NEEDS

Some participants may have special needs regarding medical conditions, dietary requirements (allergies, intolerances and generally accepted dietary restrictions) and access to facilities. Ask for this information early. Preparations must be made to respond to these needs, so that they are fully respected. Also, check for any other information contained in the Health Forms once people arrive.

Programme staff/LIC/NIC can gather basic information from participants and delegations before the programme through the **Delegation Information Form** (for Step Up, Village, Youth Meeting), **the Individual Participant Information Form** (for IPP, Seminar Camp, Village JCs, Youth Meeting), and the **Interchange Leader Information Form** and **Interchange Delegation Information Form** (for Interchange).

PARTICIPANT TRAVEL DETAILS

Participants / leaders must send their **Travel Information Form** to the host NA at least two months in advance of the programme. If this information is not received, ask the sending NA for it, as it will be needed in order to arrange to meet people on arrival.

PROGRAMME WEBSITES

In the interests of the safety of CISV participants, information regarding the host site, dates and nationalities of participants should be distributed only to those to who need it. It should not be published on websites prior to or during programmes. No 'personal data' including name, address, e-mail address, fax and phone numbers, may be published/distributed without the consent of the individual (or the parent of individuals under the age of 16).

Before the Programme

When sending public e-mails or publishing information on a website or blog before a programme, this must not include any list of participating countries, site address, location, or information identifying the site location. (For example, a picture with landmarks, street signs, or other recognisable features revealing the location must not be shown.)

Blogging During the Programme

If a programme has a website or blog, this must be protected by password or only accessible by a private direct link. The password or link should be provided only to the IO, the relevant regional delivery team

members, programme host staff, local hosting/planning committee, leaders, JCs, and participants and their families. It is important to ensure that the blog or website cannot be accessed by others.

Special care and cultural sensitivity must be taken in the choice of photos and information used on a website or blog, so that all participating cultures and CISV are shown in a positive and respectful way. Please also see the guidance on taking and using photos in the **Child Protection Policy.**

If it is decided to have a programme website or blog, it is extremely important that it is updated on a regular basis and well managed. People at home will consult it frequently and will be worried or disappointed if they don't find up to date information. Miscommunication with home must be avoided. Unless there is prior and unanimous written authorisation from all parents of children at the programme, children must not be identified by name on the website or blog. Adults can be identified if they give their written consent.

Use of Social Networks and Online Communication

Today CISV people are using online social networks and tools, thus making pre-programme communication much easier and widely shared. For the safety of participants and to preserve the programme atmosphere, some limitations should be set for their use. CISV recommends that pre-programme communication is managed through **myCISV** or private (by invitation) tools only (such as Yahoo and Google Groups) in order to have an effective, safe and open communication. It is important to limit these communication exchanges to staff, leaders and JCs only. Facebook pages, groups and tools alike are not to be considered adequate means for pre-programme and in-programme communication and should not be used. Participants, parents, staff and leaders etc. can contact each other and share photographs and programme-related information safely within **myCISV**. Please see the **CISV Social Media Policy and Guidance** for more detailed guidance on the safe use of social media (available at **Risk Management** on the CISV International website).

OTHER PRACTICAL PREPARATIONS

RELIGIOUS SERVICES

Where possible, the host Chapter should arrange for participants, staff/leaders/JCs to attend religious services. Find out where houses of worship are in the area and their contact details, so that participants and staff can attend services if they wish.

MEETING PARTICIPANTS WHEN THEY ARRIVE

Where possible, the host Chapter should have people at the airport/train or bus station to meet arriving participants and take them to the site or host family. The participants' travel details should be available from the **Travel Information Form.**

HOME HOSPITALITY PRE- OR POST- PROGRAMME

As a general rule, the host Chapter is not obliged to provide home hospitality to participants or staff who arrive early or depart late. Pre-programme travel is discouraged by CISV.

In some cases, however, travel arrangements make it impossible for people to arrive and leave on the exact programme dates. In these situations, they are asked to arrive and depart as close to the appointed programme dates as possible. Hosting Chapters may be asked to provide free hospitality for early arriving/late departing staff, participants and leaders up to a maximum of two nights, if travel arrangements make it necessary. The host Chapter is requested to assist in finding hotel accommodation, where home hospitality is not possible. Staff, participants and leaders arriving earlier or departing later will be responsible for their own accommodation expenses.

INTEGRATING SUSTAINABLE DEVELOPMENT PRACTICES

Hosting a programme can be an opportunity for the host Chapter and programme staff to make a conscious difference in the way the programme uses resources. By planning ahead and considering available options and solutions for the programme, the host Chapter can reduce the carbon footprint of the programme as well as promoting sustainable practices, and hopefully make it an active part of their hosting cycle.

Simple measures like using public transportation, avoiding disposable items (e.g. plastic utensils, paper plates), reducing energy consumption, buying products with less packaging, consuming locally sourced foods, recycling, becoming more eco-friendly can all reduce our environmental impact and help making the planet a clean and safe place.

ON SITE PREPARATION

There is some information and details of certain safety procedures, which every programme office and host Chapter must have in order to be prepared to run a programme.

CONTACTS AND INFORMATION

The following information should be accessible at the programme and by the Chapter Risk Manager. In addition to these contacts and information, there must be a clearly outlined procedure for emergencies (e.g., fire, earthquake, bomb threat), which must be displayed prominently at the programme site.

> The numbers and locations of local emergency services/professionals - **police, fire department, ambulance, hospital, doctor, counsellor**

> List of local 'on-call' contacts in the host Chapter, including the risk manager

> List and contact details for host NA committee chairs and the National Risk Manager

> CISV International officials directory (available on the CISV International website via **myCISV**

> CISV NA/Chapter officials directory (available on the CISV International website via **myCISV**

> The emergency numbers for parents/guardians of participants (available from their completed legal health forms)

> Contact details for CISV Travel Insurance claims handler. This information will be on the notice or certificate of travel insurance that all participants will have and can be found on **www.cisv.org**

> The phone numbers of the embassies and local consulates of each of the countries represented at the camp. In the case of a serious problem (e.g., natural disaster, hostilities) embassies can provide assistance

> Copies of relevant policies and procedures, including the **Crisis Communications Guide**

> The relevant **CISV Programme Guide**; and access to the InfoFile

STEP UP / HOSTING DURING

	Introduction	Role Profiles	Hosting Before	Hosting During	Sending	Education & Evaluation
Staff	◆	◆	◆	◆		◆
Leader	◆	◆		❖	◆	◆
Parent	◆	◆			❖	
Participant	◆	◆			❖	
Chapter/NA person with programme responsibility	◆	◆	◆	◆	◆	◆

A GROUP LIVING EXPERIENCE

Learning and living in a small, closed community is one of the key elements to a programme. In order to make it a positive learning experience, there are a number of planning and practical aspects to keep in mind.

STAFF PRE-PROGRAMME DAYS

The pre-programme days are the days just before the programme begins. In all programmes, staff must be at the site ahead of the participants. It is strongly recommended that the whole staff team be at the site for at least two full days before the programme begins (depending on site availability). If the site is not available, staff may meet at another location before getting access to the site.

ARRIVAL

Where possible, the host Chapter should have people at the airport/train or bus station to meet arriving participants/delegations and take them to the site or host family. All of the participants' travel details should be included in their completed **Travel Information Form.** Remind participants / delegations to send the **Travel Information Form** if it has not been received by a month prior to the programme. If possible, it is a good idea for a staff representative to be there to greet participants. See the section on host families for more information.

CHECKING PARTICIPANTS' HEALTH AND OFFICIAL FORMS

When the participants (including leaders) arrive, you should meet them at the designated meeting point. The Health Forms and Legal Forms should be checked by the staff of the programme or by the National/Local Risk Manager on arrival to check that:

> they have been signed and completed appropriately

> there are no allergies, conditions, concerns or special needs that are not already prepared for

> all required immunizations/vaccinations are done

> the Health Form is dated within the last three months.

If a Health Form or Legal Form are incomplete or missing, action must be taken immediately. See the section on Health and Legal Forms in this guide.

On arrival at campsite or host family, before they go to bedrooms or similar, you should organize a well-being check on everyone. It is helpful if you have a medical professional, like a doctor, nurse or similar, help with this. The check must include:

> Checking for lice. This should only be done by someone who knows how to do so.

> Check for any other health concerns, communicable pests, diseases or infections – e.g. influenza

This check should be repeated after each home stay as applicable. If any issues are found, appropriate actions to treat and prevent spread must be taken.

If lice treatment is required, the cost is covered by the programme host. As there are many myths regarding lice, the programme host must ensure that they have accurate knowledge on how to proceed with treatment and prevention of spreading from relevant health professionals.

PERSONAL ELECTRONIC EQUIPMENT AT PROGRAMMES

Participants should be advised not to bring personal electronic equipment (such as mobile/cell/smart phones, portable computers, computer games) to programmes. They may bring them for the journey, but they will be asked to store them with programme staff/Interchange leaders in a safe place for the duration of the programme. Host staff may use personal electronic equipment whenever needed. Leaders and JCs may use personal electronic equipment at the end of the daily programme.

The use of electronic equipment as part of or to prepare for an educational activity, or for limited periods/use by general agreement within the programme should only be done with the permission of staff/Interchange leaders.

The rationale behind this rule is to avoid the distraction these devices can cause and help participants to focus on the unique programme experience which is meant to take participants out of their day-to-day environment.

STAYING IN THE COUNTRY

During the programme it is recommended that staff, leaders or participants do not leave the country, in which the programme is hosted because of any practical considerations or potential security concerns. This applies throughout the duration of the programme and includes special events such as host stays, excursions, days off or leaders' night out. If, however, travel or trips across national borders becomes necessary or, after considering travel advice from their government, is considered safe, the hosting Chapter should exercise the same caution as for any travel abroad.

HEALTH AND LEGAL FORMS

HEALTH FORMS

It is essential that every participant (including leaders, JCs, and staff) have a **Health Form** completed no more than three months before the beginning of the programme. The original signed forms must be taken to the programme and the original should be given to staff; for Interchange the leader retains the originals. Two copies should be made; one copy should stay at home with the sending family or Chapter, and one copy should stay with the leader (if applicable). Interchange host families should also be given a copy. Local doctors must have historical and current medical information on the person to ensure proper treatment. CISV representatives (staff and host families) must also know of any medication which they may have to help administer and medical conditions which they might have to monitor and which might affect a person's participation in certain activities.

Health Forms must be signed by a doctor and taken to the programme. If the doctor has a stamp, it is recommended that you ask for it to be put on the form along with the doctor's signature. In certain countries, this is important and helpful.

If the participants are children travelling with a leader, then the leader should carry the **Health Forms** of all participants under their responsibility. At the programme, these forms should be stored safely and confidentially in the staff office (for Interchange, copies are given to the host families) and consulted in the event of a medical need. On an excursion, the forms should be carried securely by staff or leaders. For home-stays during camp-based programme, the original copy should be given to the host family to be returned at the end of the stay. Leaders must also give host families instructions on any medications, which they may have to administer. Where relevant, if an incident occurs, a copy of the **Health Form** should be attached to an **Incident Report Form**. If an insurance claim is made, this information may also be required. At the end of the programme, the original and all copies should be returned to either the adult participant or child participant travelling alone. In the case of a delegation, the original and all copies should be given to the leader, who should then return them to the child's parent/guardian on arrival. The sending Chapter should destroy any copy it holds within a year after the end of the programme.

What if Someone Arrives Without the Signed Health Form?

If a participant arrives without a properly completed **Health Form**, their doctor can be asked to fill it in and send it only where the doctor has seen and examined them within the last three months. If this is not possible, the participant must be taken to a local doctor for an examination. That doctor should fill in the form as far as it is possible under the circumstances. The participant must pay for the visit to the local doctor.

INSURANCE

Every participant must have travel/medical insurance. As of the 2016 programme year, all participants (including leaders and staff) in CISV international programmes (not including Mosaic projects) are automatically covered by the CISV Travel Insurance. The International Office will issue notices or certificates of insurance to all NAs. Every participant, leader and staff should carry a copy in case they need it while travelling or during the programme. The notice will provide basic information and contact details for the claims handler in case something happens and an insurance claim needs to be started. This information will be necessary to show to external parties such as doctors or hospitals. Within CISV, however, all international programme participants, staff and leaders are covered and will not need to show proof of insurance. Information on the CISV Travel Insurance is available on **www.cisv.org.**

LEGAL FORMS

There are three types of official CISV Legal Forms**; Child Travelling with Leader Legal Form**, **Child Travelling Alone Legal Form** and **Adult Legal Form.** They are all available on **www.cisv.org.**

It is essential that every participant (including leaders, JCs, and staff) have the appropriate CISV Legal Form fully completed. The original, signed form must be taken to the programme and we recommend that the original is given to a member of staff (for Interchange, it is kept by the leader.) One copy should stay at home with the sending family or Chapter, and one copy should stay with the leader (if applicable).

For child participants, these forms are signed by their parents and give consent for the child participant to travel with a named leader or alone.

For all participants, these forms appoint CISV representatives as legal guardian should an emergency occur and should medical decisions have to be made on behalf of the person and their parent/guardian cannot be reached. These forms are precautions, but without them children/youth may have difficulty travelling and doctors may not be able to proceed with some treatments without consent.

These forms also make it clear that if someone behaves in a manner contrary to CISV rules then they may be sent home at their own/family's expense.

If the participants are children travelling with a leader, then the leader should carry the participants' legal forms. At the programme, the forms should be stored safely and confidentially in the camp office (for Interchange, copies are given to the host families) and consulted in the event of emergency. On an excursion, the forms should be carried securely by the staff or leaders. For home-stays during camp-based activities, the original should be given to the host family to be returned at the end of the stay. If an incident occurs, a copy of the form should be attached to a completed **Incident Report Form**. If an insurance claim is made, this information may also be required. At the end of the programme, the original and all copies should be returned to either the adult participant or child participant travelling alone. In the case of a delegation, the original and all copies should be given to the leader, who should then return them to the child's parent/guardian on arrival. The sending Chapter should destroy any copy it holds within a year after the end of the programme.

What if Someone Arrives Without the Signed Legal Form?

If a participant under age 18 arrives without these forms (or with the wrong form), the sending Chapter must be contacted. They must arrange to have the parents of the participant sign and fax/scan and e-mail the legal forms immediately to the host NA or directly to the programme. If the participant is aged 18+, the form must be signed upon arrival if not done previously.

SUMMARY OF HEALTH AND LEGAL FORMS

FORM	WHO IS IT FOR?	WHICH PROGRAMMES?	WHO SIGNS?	COMMENTS
Health Form	All participants and JCs, All staff and leaders	All programmes except Mosaic (unless the Mosaic project involves travel and overnight accommodation)	Signed by participant's doctor. Also signed by parent/guardian for child participants (under age 18) by child participants aged 16-17 and by adult participants (age 18+). If the doctor has a stamp, you should ask that it be put on the form along with the signature. In certain countries, this is important and helpful	Must be dated within the 3 months before the programme. If a participant arrives without a properly completed Health Form, the person's doctor can be asked to fill it in and send it only if the doctor has seen and examined the person within the last 3 months. If this is not possible, the person must be taken to a local doctor for an examination. That doctor can fill in the form as well as possible in the circumstances. The participant must pay for the visit to the local doctor
Child Travelling With Leader Legal Form	All child participants travelling with an adult leader	Village, Interchange, Step Up and Delegation-based Youth Meetings	Signed by parent/guardian of the participant	If a participant arrives without this form, the sending Chapter must be contacted. They must arrange to have the parents sign, scan and email the legal form immediately to the host NA or directly to the programme.
Child Travelling Alone Legal Form	All child participants aged 16-17, travelling without an adult leader	Village JCs, Seminar Camp participants, Youth Meeting participants aged 16-17	Signed by parent/guardian of the participant and the participant	If a participant arrives without this form, the sending Chapter must be contacted. They must arrange to have the parents sign, scan and email the legal form immediately to the host NA or directly to the programme.
Adult Legal Form	All adult leaders and staff members, IPP, Seminar Camp and Youth Meeting participants, aged 18+	All programmes for staff/leaders, IPP, Seminar Camp and Youth Meeting for participants, aged 18+	Signed by adult on their own behalf	Must be signed upon arrival if not done previously.

INITIAL HOME-STAY AND LEADERS' WEEKEND

The first two days in Village and Step Up, the participants are hosted by local CISV families, (homestays), while the leaders and staff meet and prepare at the campsite.

Upon arrival, it is important that the leader is introduced to the host family and gives them a copy of the health and legal forms as well as a copy of the participants' passport. The leader should ensure that each participant has money with him/her before leaving them with the host family.

Host families should be given a schedule/itinerary of the excursions planned for the Village and the Step Up and be encouraged not to visit these locations with the delegates.

Host families should be informed that participants and their families have been advised that direct contact with home during the programme is discouraged. However, if the participant expresses a strong desire to speak with their family the host family will ensure access to phone/internet.

The leader should contact the delegates' families at home and let them know that they have arrived safely. Host families must also have information such as emergency services numbers, on call contacts in the Chapter, parent/guardian's numbers, the number where the leader can be reached and copies of the participants' Health and legal forms.

Participants from the home delegation cannot be placed in their own family during a host stay.

STEP UP HOMESTAYS

This section applies to homestays that are scheduled parts of the programme, either at the beginning or part way through.

The host family must pay expenses for the visiting delegate/delegation in the same way as for any children of their own (e.g. transportation, sightseeing, trips and meals during these arrangements). Personal expenses should be paid by the visiting delegate / delegations from their own pocket money. When necessary, host families must arrange for transportation for group activities.

An adult (age 21+) should be at home at all times during the visit. If both or the only parent works, an adult family member should be available for supervision.

The rules of the family should be applied to the guest, while respecting his / her religious and cultural upbringing that may differ from the hosts'. Differences should be discussed.

It should be emphasized to host families that the choice of activities for their guests should be based upon what is appropriate for a peace education programme. The activities should not be too tiring and they should show the normal life of a family in that hosting country in order to experience the culture.

Hosts should help their guest feel like a family member. Some ways to make a guest feel more at home:
- Sharing a room with another child where possible
- Arranging informal activities with a few friends and neighbours
- Ensure that guests can have contact with their leader, if needed
- Help the guest to overcome any feelings of homesickness; do not feel offended if they look unhappy

- Everyone needs to be alone sometimes; give guests this opportunity
- Keep all the guest's documents in a safe place (e.g. health and legal forms) and returning them to host staff (or visiting leader in Interchanges) at the end of the home-stay
- Keep possible medication of the guest and renew prescriptions if necessary
- Encourage the guest to write to his / her parents during the stay
- Discourage the guest from phoning home
- Explain local telephone charges so the guest can ration calls if necessary
- Contact the programme staff the leader of the participants, or the local programme committee should there be any problems

LEADERS' WEEKEND

All leaders and staff get together two days prior to the arrival of the participants to get to know one another and prepare the camp.

Aims of Weekend

- Sharing ideas on CISV goals and educational approach
- Reviewing Step Up goals
- Sharing expectations and personal goals for the camp
- Discussing the theme (e.g. brainstorming, appropriate activities, explanations, etc.)
- Getting to know each other and becoming aware of each other's cultures
- Reviewing the role of staff, leaders and participants
- Reviewing the role of local Junior Branch and the JB activity
- Reviewing InfoFile **R-07 Behaviour Policy**
- Planning daily schedule and special events
- Clarifying differences between rules and guidelines
- Identifying cultural activities
- Explaining local Impact Day
- Assessing each delegation's preparation and comprehension of the theme
- Discussing the role of the facilitator
- Introducing delegations and making everyone aware of special needs
- Clarifying the importance of evaluation and how to evaluate
- Having fun and building a united group that will work together during camp

Recommended Activities

- Name games and introduction of all staff, leaders and delegations
- Team building activities
- Goals of the leaders' group
- Goals of the Step Up programme
- Tour of site, showing facilities and sleeping accommodation
- Explanation of rules and local laws; discussion about rules and guidelines

- Directions on use of showers, toilets, laundry, computer, fax, telephone, etc.
- Use the Step Up Programme Guide as constant reference and review aims, goals and leaders' responsibilities; have at least one copy available at all times
- Make some large calendars and daily schedules
- Suggest ideas on how to form planning and cleaning groups, but let the youth also come up with ideas.
- The adults are responsible for preparing activities for the first two or three days (i.e. first day staff, second day leaders), then the participants will take over the planning with the adults' facilitation. Make sure that the days planned by the adults provide a full spectrum of styles and ideas to the participants. These days should also serve as training for the youth to take over. This is only a guide and the participants may require extra assistance when taking over, depending upon the age and the experience of the participants
- Be sure to include a session about facilitation
- Plan the camp meeting to be held within the first few days

Leaders' Handbook

Staff should prepare a handbook for leaders to use throughout the camp. The handbook should include:

- Important phone numbers: Chapter President, Chapter Step Up Coordinator, emergency contacts, camp phone number, site address, etc.
- Rules (CISV and campsite)
- InfoFile **R-07 Behaviour Policy**
- Agenda for leaders' planning days
- Blank schedule to fill out together for the first two or three days with participants
- Camp calendar and daily schedule
- **CISV Passport** and **Big Education Guide**
- Step Up programme goals
- CISV educational approach relevant to the theme and camp
- Map of site (if available)
- Cleaning duties list (if any)
- List of all participants' names and countries
- Leaders, staff and participants responsibilities
- Tips for planning activities
- Basic guidelines for facilitators
- Documents about the camp theme
- Tips on how an ideal cultural activity should look

OVERVIEW OF THE PROGRAMME SCHEDULE AND EVENTS

PLANNING ACTIVITIES

When planning activities (including excursions), staff, leaders, participants and Chapter must choose activities appropriate to the group. All activities must be reviewed in terms of any risks they might pose of physical or emotional injury to the participants or of damage to property. For excursions and activities away from the site, the local Chapter Risk Manager should be part of the planning process.

Any risks associated with an excursion or planned activity should be included in the **Risk Management Checklist – All Camp Programmes** or **Risk Management Checklist – Interchange,** which must be completed by day three of the programme. For activities planned during the programme, a risk assessment should be done by staff and leaders and the Chapter Risk Manager can be consulted. Guidelines for appropriate activities are set out in the Education section of this Guide.

Planning Groups

During the Step Up the responsibility of planning the activities is part of the participants' role. For this duty, the delegates will be divided into planning groups.

A planning group is typically formed by four to eight participants from different countries participating in the camp. Planning groups will be facilitated by one or more adults (leaders or staff).

The staff and leaders may come up with a suggestion about the structure of the groups at the beginning of the camp, following a balance of delegations and participant's experience. Participants should be able to change or make new planning groups after discussing it in camp meetings.

The Planning Group Responsibilities are:

> Plan the activities for one or more sessions, depending on the structure they decided upon at the camp meeting

> Align the activities with the camp theme

> Be aware of cultural and personal diversity of the group, making sure to avoid exclusion within the camp

> Lead and evaluate the activity, not only with the whole group but also within the planning group

Leaders' Responsibilities in the Planning Group

> Facilitate the group planning

> Make sure that everyone is taking part in planning and decision making

> Create a positive atmosphere and group feeling

> Allow them to take responsibility for the outcomes and learn from their mistakes

Camp Meeting

This is the forum for the participants (both youth and adults) of a camp to decide their guidelines, such as planning groups, and daily schedule. Camp meetings are times to discuss issues that arise. Delegates or adults can call a camp meeting whenever they feel it's necessary.

Ideas for Making a Camp Meeting Run Smoothly:

> Adults have the right to talk during the meeting as they are participants too, but they need to keep in mind they are facilitators; leaders and staff will have voting rights, as they are part of the camp

> Camp meetings should be planned by a planning group

> Make sure that the delegates understand that they must show respect for all topics

> Discuss the pros and cons of sitting by delegation during the meeting considering the possible need for translations, personal opinions vs. delegation opinion, etc.

> Participation to and voting in camp meeting is done individually, not as delegations

Cultural Activity

All delegations need to prepare a cultural activity to educate participants about a specific culture through participation in an experiential learning environment, using the theme to share specific aspects of their culture. As delegates prepare, they also learn about themselves and their culture.

Incorporate the Theme into the Cultural Activity

> Create a new activity or use an existing one and adapt it to your own culture and to the camp theme

> Use materials brought from home (posters, instruments, newspapers, pictures, etc.)

> Use sub-themes within your culture (regional variations, important cultural events, and current national issues)

Facts about Step Up Cultural Activities

> Should be based on experiential learning principles

> Has to be related to delegation's culture and camp theme

> Has to be prepared before camp

> National costumes, national food, national dance or booklets are optional

> Duration of activity is up to delegates

Local Impact Day

Every Step Up programme should have a local Impact Day. The goal is to engage the theme as it relates to the host city.

WHEN

> The best time to plan an Impact Day is towards the end of the first week. This gives participants a chance to get to know each other yet it is early enough that a shared experience will help to further unite the camp upon return. Delegates will also have ample time to make the most out of their experience back in camp by using their new attitudes, skills and knowledge to elevate their own camp through planning, discussion and leadership.

GETTING STARTED

> With your home staff and planners, choose an issue that is relevant and applicable to the host Chapter

> Try and find a like-minded organization and start planning your local Impact Day

THE PHASES

> Help the delegates discover how the theme relates to the local reality

> Develop a greater understanding of the local practice and its global implications

> Work with a like-minded organization to create a connection between the local and global environments

Activity Examples

DISCOVER

> Watch a movie that makes the theme accessible and real; debrief the movie with first small, then full group discussions

> Create a staff led activity that shows the participants what the theme means in your camp's local context; in the full group ask participants to discuss how this is similar to or different from their own community

> Ask each participant to write down three ways that the theme represents itself in their local context; in groups of three to five have delegates create a large poster that will show how their

ideas of the theme are different yet similar; they can explain them to the group and put them up for display

UNDERSTAND

> Organize a talk followed by a question and answer session with an expert from a like-minded organization that relates to the theme

> Facilitate small group then full group discussions around how we can use different ideas of the theme to create an impact in this community during camp and participants own communities when they go back home

> Group participants into delegations and ask them to create an activity that teaches other delegations what this theme means in their local context; these can be used right away or later in camp; the goal is to trigger reflection and understanding within the delegation of the theme's relevance

CREATE

Step out of the camp environment and work with your like-minded organization on a project or activity that will show the interdependence of local and global realities.

Discover, Understand and Create phases can happen in any order.

Junior Branch Activity

When possible, every Step Up staff should cooperate with the local Junior Branch (JB) and host a JB Activity. This enables each JB to take an active part in each Step Up Programme.

This would allow both participants and the local JB to learn from the positive atmosphere created at the camp and be able to explore the impact CISV can have in their daily lives. Participants will leave camp motivated to apply the content of this activity to their local surroundings and become active agents of change and get involved and contribute to their local JBs.

The local Junior Branch should contact the NA board, the national Step Up committee and the programme staff to ensure that everyone knows about the activity taking place and the purpose of this activity.

After the activity, participants are expected to acquire the following:
> **Attitudes (the willingness to)**
>> feel part of a global movement.
> **Skills (the ability to)**
>> be able to relate the Step Up to Junior Branch and their daily life
> **Knowledge (to understand)**
>> the local dimension of CISV through Junior Branch
>> Junior Branch as a global movement
>> the role of CISV in the world
>> To know who to contact on their return home

A MIX OF ACTIVITIES

In the Education section of this Guide, you find information about planning and evaluating CISV educational activities. These activities are the core of CISV programmes. At the same time, a large part of the programme

develops outside of the organized activities. Waking up fellow campers, cleaning, cooking, eating, organizing the camp, preparing activities, evaluating activities, preparing campfires, relaxing in the sun, sharing feelings informally after dinner – all this is part of camp life. These are crucial to the programme, as often intense moments of sharing occur during these periods.

Sharing the responsibilities and tasks of the programme is also the key for a successful camp. In addition to providing opportunities for cultural exchange and at the same time considering health and safety for all participants, a good programme is balanced and has a mix of:

> Active and quiet time
> Individual and group moments
> Large and small groups
> Outdoor and indoor
> Special and regular
> Educational and fun
> Programme privacy and community involvement

Look at the programme from a broader perspective how one day relates to the entire programme period and how one activity relates to other activities. Free time should be provided each day to enable individual contacts and friendships to deepen. A rest time at mid-day permits a quiet break.

DAILY SCHEDULE / COMPONENTS

Each day at a programme will bring something new and different, but planning a basic schedule will help to keep things moving. Depending on the programme, the schedule is either set by the staff before the programme, or with participants at the beginning of the programme. Below is a sample of a daily schedule.

Daily Schedule of a Step Up

The daily schedule in a Step Up is flexible for the following reasons:

> The schedule depends on the activities (but not just on the activities) planned by the participants
> The staff should make the participants aware of site requirements
> The schedule needs to allow for varied wake up times, duties (cleaning), planning groups, leaders meeting, lights out and delegation time
> There should be enough time for planning groups in the daily schedule and for delegation time
> Adults have to set the schedule for the first days of camp but then participants can decide their own schedule, respecting what cannot be changed (rules)

Camp meeting can be called by participants and adults, at their discretion

Example of Daily Step Up Schedule
(Suggested daily schedule for the first days of camp to be presented to the participants by the adults)

08:30	Wake up
09:00	Breakfast
09:45	Cleaning / staff meeting
10:30	Activity period 1
12:30	Lunch
13:30	Free time
14:30	Planning groups
15:30	Activity period 2
17:15	Free time (snack)/ leaders' meeting
18:15	Delegation time
19:00	Dinner
20:30	Activity period 3
00:00	Lights out

CALENDAR

Many things happen during a CISV programme. They will relate to orientation, activities, excursions, special events, deliveries, arrivals, departures, etc. Making a large calendar and keeping it displayed in a prominent position will help staff and participants to keep an overview of the whole programme.

Step Up Calendar

The camp calendar should include:

- ❯ Camp meetings
- ❯ Evaluations
- ❯ Days off
- ❯ Cultural activities, excursions, birthdays, laundry, Junior Branch Activity, Impact Day and Open Day
- ❯ Planning groups

Excursions and Guest Speakers

Before staff meet or start corresponding, a list should be made of the local possibilities for enhancing the programme theme. This list should be made by home staff and the local Chapter in order to have options to choose from. This list may include excursions and guest speakers, both for recreational and educational purposes. As these arrangements are often integral to the content of the programme, they have to be considered carefully. If bookings or appointments have to be made before the programme, it is the responsibility of staff to make the proper arrangements. A limited number of excursions (e.g., one per week) to local places of interest should be arranged. Too many excursions tend to disrupt the close communication of camp life and create the impression that CISV is a tourist programme. It is of utmost importance that the safety of all participants should be the first consideration in all excursions and activities. Ensure that proper supervision is provided during the excursion and that staff or leaders carry legal and health forms, in case someone requires medical treatment. Also ensure that each person has the address of the site name and contact details for staff or Chapter members, in case someone becomes separated from the group. Excursions must be related to the programme theme.

If your programme is planning to work with a Like-Minded Organization (LMO) in your local community, bear in mind that the "Create" phase can be intended as a theme-related excursion and that the "guest speaker" can be a member of the LMO you are going to work with.

OPEN DAY

The Open Day is the only day when visitors are invited to the programme and it is a good opportunity for a Chapter to promote CISV locally. Before the programme starts, the local Chapter should make their expectations of the Open Day clear to the programme staff and should be included in planning the Open Day programme. Members of the Chapter should advertise and send out invitations for the Open Day. Security concerns vary from NA to NA. For this reason, consider very carefully how and to whom general invitations and the location of the site are communicated. If you are in doubt about how and to whom you should communicate about the Open Day, contact your Chapter or National Risk Manager for advice.

When sending public e-mails or publishing information on a website or blog before a programme, this must not include any list of participating countries, site address, location, or information identifying the site location. (For example, a picture with landmarks, street signs, or other recognizable features revealing the location must not be shown.).

In a Step Up, participants should help adults in planning the Open Day. This is an occasion for visitors to get to know and experience the camp theme through meaningful activities.

STAFF/LEADERS' NIGHT OUT

Some programmes may designate an evening for an outing or special activity for the staff and leaders. The Chapter must agree to the date and time with staff and arrange for appropriate adult supervision while the staff and leaders are off-site.

For Step Up and Village where a leaders' night out is planned, the staff/Programme Director must provide the supervising adults with a completed **Delegation Briefing Form.**

What is the Aim of the Leaders' Night Out?

> To give the leaders an opportunity to have extra time alone during the camp to socialize, re-group and re-energize for the remainder of the programme

> To give the Chapter and Junior Branch a chance to interact with the participants

Steps to Plan a Leaders' Night Out

1. Arrange plans and confirm the date with the Chapter and Junior Branch well in advance

2. Ensure that there will be at least the same ratio of adults to participants as there are leaders to participants, with at least three adults 25 or older (Junior Branch members should be at least 15 years old)

3. If a participant is sick on the day of the leaders' night out, a decision should be made by the leader of that participant, with the staff, and the Chapter volunteer group whether or not the leader should stay on site with the participant

4. Ensure all Chapter volunteers arrive at the campsite at least one hour before the staff and leaders depart, giving the Chapter volunteers an opportunity to view camp life and meet the participants and the leaders

5. All adult Chapter volunteers should remain on site until the leaders return

6. Plan an activity ahead of time for the night with the participants

7. Ensure the Chapter has the Programme Director's mobile phone number just in case something happens or a question arises

8. Confirm with the Chapter on the time of return

9. Return to the campsite at the time agreed on with the Chapter; if some leaders want to return earlier, a staff member should accompany them

10. Upon arrival, check in with the Chapter volunteers that all participants are safe and in their correct rooms

11. Thank the volunteers for their time

The leaders' night out should be a fun but risk free evening. Always remember that leaders and staff should socialize responsibly – the leaders' night out is still part of a CISV programme; all guidelines and rules should be followed and in case of a medical emergency arising while away from the camp the leaders still hold the responsibility for their delegation.

STEP UP STAFF/LEADER DAY OFF

Leaders and staff may take a day off during the course of the programme at their own expense. The time away must not exceed 24 hours. Leaders must not be more than two hours travel time away from the campsite.

No more than two leaders should be away at the same time.

The date cannot be changed without staff approval. The day off can be spent off site (e.g. excursion) or on the site, taking some time for resting, sleeping, or reading. The staff must be informed of the plans.

Before leaving for the day off, a leader has to arrange for a leader or staff to take care of their participants and assume their usual duties of the day. Everyone at the programme should be aware which leader/staff member will take care of the delegation during the leader's day off.

FIRST DAYS AT THE PROGRAMME

SAFETY DRILLS

Part of being prepared is making sure that everyone on the site is familiar with the safety procedures. At the beginning of the programme, staff are responsible for ensuring that all participants know fire evacuation routes and are informed of any potential hazards. At least one practice fire drill should be carried out with all participants during the first three days of the programme. If the programme is in an earthquake zone, an earthquake drill should also be conducted within the first three days of the programme. It is a good idea to coordinate these drills with local authorities, so that they know about it and the drill can be as realistic as possible. It is advisable to remind participants of these safety procedures on a regular basis.

SETTING EXPECTATIONS

At the beginning of the programme, the contents of InfoFile **R-07 Behaviour Policy** should be discussed, understood and agreed to by all adults and participants. They should know and feel comfortable with what is expected of them, what they can expect and the consequences of misconduct.

RISK MANAGEMENT

Each hosting Chapter must have a National/Chapter Risk Manager and that person must be involved in the planning, preparation and running of the programme.

To help the National/Chapter Risk Manager check that the necessary steps have been taken to provide for a programme, they must use the **Risk Management Checklist – All Camp Programmes** or **Risk Management Checklist – Interchange.** This official international form must be used when a Chapter is hosting an International programme. By day three of the programme, the Chapter Risk Manager must have visited the site and completed the form. Most of the questions must be addressed during the preparation of the programme. This report form serves as a final check by the risk manager. The report must be signed and sent directly by fax/post to the National Risk Manager. The National Risk Manager must review and sign the form and include reference to it in their report to the NA board.

If swimming will be part of the programme, there should be at least one trained and certified life guard on duty for any such activity. If the facility has its own pool, it should be properly secured to prevent access except as part of a planned and supervised activity. If there is a nearby river, lake or other body of water that participants can easily access, there should be appropriate plans to address potential risks.

For the role of the Risk Manager and all other risk-related considerations, please see InfoFile section N and InfoFile **U-14 Model Role Profile - NA or Chapter Risk Manager.**

GENERAL CARE AT THE PROGRAMME

SETTING EXPECTATIONS

At the beginning of the programme, the contents of InfoFile **R-07 Behaviour Policy** should be discussed, understood and agreed to by all adults and participants. They should know and feel comfortable with what is expected of them, what they can expect and the consequences of misconduct.

GENERAL HEALTH

Staff and leaders should monitor all participants and each other. Any person displaying more than minor cold symptoms should be quarantined from the other programme participants and examined by a physician.

At least one staff member must have first aid training and first aid supplies must be available at the site. If first aid is administered, a second adult should be present and the door to the room kept open, where possible.

- The services of a hospital, doctor, dentist, nurse, psychologist, pharmacy must be available. Ambulance services must be on call. It is recommended that counsellors be available as well should there be any occurrence requiring their assistance

- If a participant is unwell or injured to the extent that medical advice is required (beyond the basic first aid training of staff), any treatment given must be medically prescribed and provided by a person competent in the relevant field

- Make sure the participants and adults get enough sleep so that they are rested and fit

- Emphasise the importance of frequent hand washing, covering the mouth when coughing or sneezing and regular good hygiene practices for everyone; make hand sanitisers available

Staff, leader and programme coordinators must be familiar with the **CISV International Mental Health Guide.**

GENERAL CLEANING AND HYGIENE

With so many people living close together, it is important that sites be kept clean and that individuals observe good hygiene practices.

On some sites, the site provides cleaning as part of the conditions of use. CISV should always expect to treat a site with care and to be considerate.

In most cases, the programme is responsible for daily cleaning of kitchen, common areas, bathrooms and eating-, sleeping- and play areas, along with outdoor facilities. The Chapter must provide sufficient cleaning equipment and supplies (including cleaning gloves where needed). It is common practice that participants, staff and leaders form cleaning groups and set up a rotation of duties.

Bathrooms, toilets, kitchen and dining area must be cleaned daily, and dining tables must be wiped after each meal.

Animals must not be allowed in the kitchen, dining area, bedrooms, or at all if any participant is allergic.

LAUNDRY

Laundry should be done weekly. If there are no laundry facilities on site, it is the responsibility of the host Chapter to provide facilities/host families to do laundry. Usually bed linen is washed once. It is very important that the laundry items are labelled with the person's name and NA.

CONTACT INFORMATION FOR EXCURSIONS

Before a group leaves the site (or host home) for an excursion, every adult and participant should be given the site address (or host family's address) and an emergency phone number, in case someone becomes separated from the group.

SHOPPING

Most shopping for basic food and supplies should be done by the Chapter or delivered by arrangement with local shops.

A specific shopping day is not required. If the staff decide to organize one, or the participants ask for one during Camp Meeting (it can be half a day or part of an excursion), it could be turned into an educational experience by planning a discussion/debriefing around topics such as consumerism, peer pressure, sustainable development, etc.

NUTRITION

Programme hosts must provide a nutritious and healthy diet and make every effort to make it a varied diet. Further, programme hosts must fully respect the medical and generally accepted dietary restrictions of all cultures and individuals present. Three meals and appropriate snacks must be provided and covered by the hosting budget. If meals are prepared by CISV volunteers, staff or participants they must have been adequately trained or oriented in food safety procedures.

NOTE ON TRANSPORT

At least one car should be available during the whole time of the programme, and at least one staff member must be able to and insured to drive, so that banks, hospitals etc. can be easily reached at all times. Any driver and vehicle must be licensed and have the necessary insurance. Participants are not allowed to drive during the programme.

PROVIDING ADULT SUPERVISION

Throughout the programme appropriate adult supervision must be provided. In camp settings, there should never be more than six children for each adult (age 21+) at any given time. Interchange mini-camps require the presence of the two adult leaders and two other adults (age 21+).

Note Regarding Adult - Child Time

For the protection of child and adult participants, it is recommended that staff/leaders not spend time alone with any one child or group of children. Any meetings should take place in an area that is visible to others and/or a room with the door open. In circumstances where a member of staff or leader needs to spend a short period of time alone with a child/youth, they must inform another member of staff.

If first aid is administered, an adult should be present and/or the door to the room kept open

ALCOHOL AND SMOKING

Alcohol and smoking are addressed by our Behaviour Policy (Infofile R-07), which must always be followed. They can also be sensitive issues in a volunteer organization stretching many different cultures. It is therefore important to have a conscious relationship with these things.

CISV wants to create a safe and inclusive environment for our activities and programmes by establishing what is acceptable within CISV. CISV International wants these guidelines to be a tool to deal with possible challenges with alcohol consumption and smoking at all CISV International programmes. The goal is to clarify the organization's expectations regarding alcohol use and smoking.

The most important thing to keep in mind is that when adults and hold a position of trust and responsibility in CISV, they should be aware that they are responsible for the children/participants at all times during that CISV programme, event or activity. That means that they must always, also during Days Off, Leader's Nights, or other activities away from the children/participants, be able to take care of the children they are responsible for and make medical and legal decisions for them – e.g. being able to take them to a doctor or hospital, consent to medical treatment, have a conversation with their parents.

Hosting Chapters and NAs have the right to decide that no alcohol or smoking is allowed inside the campsite or during the programme they host.

It can be helpful to follow the same rules as for alcohol consumption and driving in most countries, that is. to say that all adults must always be in a state where they could legally drive a car (if they had a valid driving license).

Adults who smoke at CISV programmes must not do so within sight or range of children/particpants or during times where they should be present in activities, meetings or similar.

For 18+ programmes – IPP and 19+ Youth Meetings

CISV International accepts that alcohol may be part of international programmes where all participants are adults. However, the Behaviour Policy (InfoFile R-07) still applies, as do host nation laws and regulations. It is also important to consider whether everyone feels included in the CISV context. This is especially important in situations where alcohol is involved, as those who either do not want to or cannot drink alcohol can feel excluded. In such circumstances the program staff has a special responsibility to make sure that alcohol is not the focus in social contexts.

As a general note and reminder, CISV does not accept any use of any psycho-active drugs (see Behaviour Policy for specific definitions), whether locally legal or not.

COMMUNICATIONS: WHOM TO CONTACT IF A QUESTION COMES UP

During the programme, the first people to speak to about queries are usually other adults with programme responsibility within the programme – the staff/LIC and, if appropriate, the leaders.

The next step would be to get in touch with your local Chapter contact person. If your question is about administration, forms, insurance or procedures, then you or your Chapter contact can contact the NA and / or the International Office.

If your question is about elements of the programme, such as activities, you or your Chapter contact can get in touch with the Regional Delivery Team for Educational Programmes. Your Chapter should know who they are and they usually try to phone or contact you during the first week of the programme, just to see how things are going and offer support.

WHAT IF A PROBLEM ARISES?

Each situation is different and may require different actions and on-the-spot decision making. Most problems that are encountered during programme are minor and can be addressed appropriately by the staff/LIC, leaders and participants. The Chapter Risk Manager and National/Chapter programme coordinator can also be consulted. Staff and leaders can also contact the relevant Regional Delivery Team for Educational Programmes or the IO if they have questions.

For situations when someone has to leave a programme prematurely, see InfoFile **R-15 Procedure for Sending Someone Home** for further details. It is very important to remember to keep full notes on any occurrence and request formal reports from any local authorities involved or professionals consulted (these reports should eventually be attached to the **Incident Report Form**).

MEDICAL/SAFETY SITUATION

At least one staff member must have first aid training and first aid supplies must be available at the site. If first aid is administered, a second adult should be present and/or the door to the room kept open where possible.

If a participant is unwell or injured to the extent that medical advice is required (beyond the basic first aid training of staff), any treatment given must be prescribed and provided by a medically competent professional in the relevant field.

Please see InfoFile **R-15 Procedure for Sending Someone Home** for the detailed steps to follow when a participant has to leave the programme.

GENERAL BEHAVIOUR / PROGRAMME RELATED SITUATION

Most 'behaviour' or programme -related problems can be dealt with at the programme/Chapter level where people can see what the situation is and can consult with each other. Sometimes, however, the behaviour is serious enough that removing the person from the programme must be considered.

Please see InfoFile **R-15 Procedure for Sending Someone Home** for detailed steps to follow when a participant has to leave a programme.

WHAT IF THE SITUATION IS A CRISIS AND PUBLIC?

When you are preparing to host a programme, there are many things to consider. Among them is what to do if something goes wrong, even seriously wrong – a crisis. Each crisis is unique, but as a group of people planning a programme, you should be prepared so that a crisis can be quickly recognised and addressed.

It is also very important, as part of planning for a programme, to consider and prepare a communications plan. For more information, see the **Crisis Communications Guide.**

REPORTING INCIDENTS OR ISSUES

When an incident or issue occurs at a CISV programme the Programme Director/LIC/Interchange leader, should be in contact with the Chapter/National Risk Manager to discuss the situation. The Programme Director/LIC/Interchange leader (or other person with programme responsibility) must complete and follow the sending instructions on the **Incident Report Form.**

It is not always the Programme Director/LIC/Interchange leader who identifies or acts on a particular matter. **Any participant or person with programme responsibility should report an issue or incident if they feel it is appropriate to do so.** For examples of incidents and issues that should be reported, see **Incident Report Form** later in this section of the Guide. Follow the instructions on the form regarding transmission. This information is sensitive and should only be shared with those listed on the form.

The Risk Manager or Chapter representative should keep sensitive documents in a secure location, in a locked container, where other people will not have access to it. Extra, unneeded copies should be destroyed according to local law. NAs should keep incident reports for at least 10 years. If they relate to an International programme, they must also be sent to the IO, where they will be kept in the secure archives indefinitely.

LAST DAYS AT THE PROGRAMME

The very last days of a programme are often extremely busy and planning ahead for them can make a big difference. Some of tasks that need to be taken care of can be done by staff but some may require support from the Chapter. Make sure that this has already been arranged as part of the planning process with the staff team and Chapter.

Some of the tasks include: confirming flights; arranging transport; settling camp shop bills; handing back forms, official documents and valuables; cleaning the site; and, packing.

FOLLOW-UP AFTER THE PROGRAMME

SITE

Very often the site is rented and there may be an arrangement between the Chapter and the owners of the site detailing the extent the site has to be cleaned and things restored to their original place. Make sure that the arrangement is fully understood and agreed by both parties beforehand.

Even though some cleaning can be done during the last day/s of the programme, a more in-depth cleaning may be required after all participants have left the site. It is up to staff to clean the site, but help may be needed from additional Chapter volunteers.

Often a Chapter will use/rent the same site for many of their programmes and so it is very important for the Chapter to maintain good relations with the site owners for the future.

STAFF AND CHAPTER MEETING

It is recommended that staff and Chapter representatives meet shortly after the completion of the programme to follow-up on the experience, share feedback and to make sure any official or formal reporting has been or will be completed.

This time is also a good opportunity to go over the list of anyone who has contributed to the programme and ensure that everyone is duly recognised for their efforts and contribution.

PRACTICAL EVALUATION AND REPORTING ABOUT THE PROGRAMME

There are several types of reports and forms that are used to let CISV International know how different aspects of the programme went, who participated, what worked well and whether there were any problems. This information also provides data for billing and statistical purposes. It is also essential information to help CISV as a Peace Education organization to keep improving. Without this information CISV International will not be able to measure its success or provide the needed support/training for future programmes. Paperwork is not usually what people like to do, but this information is very important for the overall quality of CISV's programmes and staff/leaders are the people best suited to provide it.

CISV International official reports and forms are due no later than two weeks after the end of the programme/Interchange hosting phase. These include **Programme Director's Planning and Evaluation Form** (PDPEF) and any **Incident Report Forms.** (IRF). It is advised that these are completed and submitted immediately after the end of the programme.

The host Chapter will focus on practical evaluation. For information on educational evaluation and how to use the PDPEF as both a planning and evaluation tool for educational activities, see the Education section of this Guide.

PROGRAMME DIRECTOR'S PLANNING AND EVALUATION FORM (PDPEF)

Every programme must complete and submit the online **Programme Director's Planning and Evaluation Form** (PDPEF). Though staff can complete and submit the form as well, it is the responsibility of the Programme Director and (for Interchange) the Chapter/National Interchange Coordinator (LIC or NIC). The form should be completed and submitted no later than two weeks after the end of the programme/Interchange hosting phase.

How to Access and Complete the PDPEF

Programme Directors, staff members and LICs/NICs to be able to access the **PDPEF** for their specific programme, they must first register on **myCISV** and then be assigned by their NA/Chapter to their relevant programme.

The **PDPEF** can be revisited, completed and saved numerous times. It is also possible for more than one person to access it (e.g., staff and Programme Director). For general, technical and support information, please visit. PDPEF FAQ at **Evaluation**.

PDPEF Structure

The PDPEF consists of nine sections: 1. Overview, 2. Arrival Information, 3. Address List, 4. Education and Research, 5. Educational Evaluation, 6. Feedback, 7. Practical Arrangements, 8. Media and Community Activities, 9. Departures

When to Fill in Each Section

The nine sections in the PDPEF are grouped into three phases. The overview below gives suggestions for when each section should be completed. The sections on 4. Education and Research, and 5. Educational Evaluation are also addressed in the Education section of this Guide.

Start of Programme / Phase

SECTION 1: Overview

SECTION 2: Arrival Information

This section requests administrative information about the programme, its staff, leaders and participants. It records all the necessary information for the programme that includes: Risk Management Checklist, Health Forms, Legal forms, Attendance and arrival information.

SECTION 3: Address List

The Address List section requests personal information about all staff, leaders, and participants in the programme. This section must include the address and date of birth of everyone in the programme

SECTION 4: Education and Research

To assist with planning, this section should be discussed and recorded in the PDPEF before the programme begins.

Throughout Programme / Phase

SECTION 5: Educational Evaluation

This section is to be used during all phases of the programme as a tool to help staff, leaders and sometimes delegates to plan and evaluate the educational content for your programme.

Throughout the programme, the Programme Director, staff, leaders and junior leaders, and older participants can use the Delegate Evaluation, the Group Evaluation Form, and/or the Individual Evaluation Forms to evaluate the progress of the programme goals and indicators. The Individual Evaluation Form is an optional form which can be used throughout the programme by leaders, junior leaders, or participants to keep track of their learning outcomes. They can then be used as a reference to complete the Delegate Evaluation.

End of Programme / Phase

SECTION 6: Feedback

After the programme is complete, please provide feedback about everyone with programme responsibilities (leaders, junior leaders, Programme Director, staff, junior staff, JCs). This information will be shared with their home NA to support future selection and training needs.

SECTION 7: Practical Arrangements

This section can be monitored informally throughout the programme. It should include information from staff, leader and participant feedback about the site, food, facilities, and arrangements for transportation, etc.

For Interchange, additional information on the host families and Interchange partners is requested.

SECTION 8: Media and Community Activities

This section is to record valuable contributions to communities and the organizations with whom your partner. After the programme, please provide a brief summary of the community project and the contact information for the partner organization or like minded organizations which was involved.

SECTION 9: Departures

This section completes the administrative information about attendance (departure information). Any other comments about the programme and its evaluation can be included here.

INCIDENT REPORT FORM (IRF)

The **Incident Report Form** (IRF) must be filled in if there is an 'incident' in a programme. However, not every incident will require full reporting.

Examples of situations or incidents to report are those requiring medical (including psychological) attention, those involving criminal behaviour, and violations of CISV guidelines on Behaviour and Cultural Sensitivity, where consequences have been imposed. The information should be sent to the host NA/Chapter Risk Manager with a copy to the IO. The **Incident Report Form** must be signed and can be submitted electronically.

If any incidents occur during the programme, please make sure that a completed **Incident Report Form** (IRF) is sent to the IO. This can be done at the time of the incident or as soon as possible after the programme, depending on the severity of the incident. Anyone participating in a programme can fill in and submit and **Incident Report Form** and has a responsibility to ensure that all incidents are recorded and reported

INFORMATION YOUR NA WILL RECEIVE

ISSUES

Your National Secretary and National Risk Manager will also receive an issues report. Any issues (medical, behaviour, rule violations etc.), recommendations or further training suggestions, reported from the programme that relates to participants or adult will be shared with their sending NA (via the National Secretary and National Risk Manager) for follow-up.

STEP UP / SENDING

	Introduction	Role Profiles	Hosting Before	Hosting During	Sending	Education & Evaluation
Staff	◆	◆	◆	◆		◆
Leader	◆	◆		❖	◆	◆
Parent	◆	◆			❖	
Participant	◆	◆			❖	
Chapter/NA person with programme responsibility	◆	◆	◆	◆	◆	◆

HOW THE ADMINISTRATION WORKS FOR SENDING PARTICIPANTS

ADMINISTRATIVE RULES

All CISV programmes must be organized in accordance with the administrative rules set out below and in InfoFile **C-03 Programme Basic Rules.**

CISV'S GLOBAL PROGRAMME HOSTING PLAN

One of the most important strategic commitments CISV has made is to increase hosting and participation in a sustainable way. In this way CISV can gradually reach more and more people with its unique peace education programmes.

CISV plans five years in advance and states the minimum target number of programmes, globally and regionally. The plan is reviewed and approved annually and can be found at **Global Programme Hosting Plan**. The plan is based on input from NAs, the Chapter Development Committee, the Educational Programmes Regional Delivery Teams and Committees and the International Office (IO). The Regional Coordinators for Chapter Development play a key role in ensuring that regions plan effectively and deliver the programmes that they have committed to hosting. If there are any changes, the statistical information is gathered by the IO (via the Regional Coordinators for Chapter Development) and updated regularly, so that we keep track of actual hosting figures and maintain a realistic view three years ahead.

An NA should plan its hosting in consultation with the Regional Coordinators for Chapter Development. Each NA's hosting plan is included in the global programme hosting plan.

Details of Participation Requests

The global hosting plan only contains basic information: what type of programme, which year, which NA.

Further information and sending details, such as age group; dates when they are able to travel, more exact number of participants, must be confirmed a year before the programme. By this time, NAs will also know better how many invitations to request.

NAs provide these details one year in advance by filling in and returning the **Host and Participant Data Sheets** (there is one for each of the seven programmes) to the IO. This form is due on 1 June the year before the programme hosting year.

INVITATIONS TO PARTICIPATE

With the exceptions of Interchange and Mosaic, entitlement to invitations is based mainly on hosting. If an NA hosts a programme, it will get hospitality points to put toward future invitations. This system is complex as there are so many NAs, and different programmes, as well as invitations reserved for Promotional Associations (PAs) and developing NAs. However, the basic principle is that of reciprocity; hosting leads to invitations. The statistics are kept by the IO and they are entered into a hospitality formula. This exercise determines how many points an NA has for a given year. This number is then 'translated' into invitations depending on a number of variables. These variables include the number of actual invitations available, and the number of invitations reserved for PAs and specific NAs (to be allocated by the Regional Coordinators for Chapter Development).

At that point, the IO starts the process of allocating spaces within individual programmes, based on the number of invitations to which each NA is entitled and any specific requirements of the NA (e.g. dates, travel

restrictions). Invitation allocations are also based on achieving a balance of cultures and languages in each programme.

By 1 September, the Programme Invitation Offer forms are issued by the IO to NAs, inviting them to send participants to particular programmes. This is called "Round One". NAs then distribute these invitations among their Chapters. NAs inform the IO by the published deadline whether they are accepting or refusing the invitations. They do this by indicating their acceptance/refusal in the Programme Invitation Offer form and sending it to the IO. Interchange follows a different cycle.

Invitations/participation lists are then revised and reissued as needed. This reissuing process is done in "rounds" and works within deadlines, as with the initial invitations. When there are no longer any requests, available invitations are publicised in an open list in the IO Update, which is sent to the national secretaries on a weekly basis.

	IPP, Seminar, Step Up, Village & Youth Meeting	Mar-Apr Youth Meeting	Interchange
Round 1	1 Sep – 15 Jan	1 Sep – 1 Dec	1 - 25 Jul
Round 2	8 Feb – 28/29 Feb	15 Dec – 15 Jan	1 Sep – 28/29 Feb
Round 3	8 Mar – 31 Mar	23 – 31 Jan	
Round 4	8 Apr – 30 Apr	1 Feb	
Round 5	May		
Round 6	Jun		

The Mosaic programme is not part of the invitation system. Full support is offered to the project coordinator and staff for the planning stage and the elaboration of a Mosaic project by contacting **mosaic.request@cisv.org**

Mosaic – Project Support System	
Request support – 15th of every month	**Receive support** - from 1st of following month. Support continues for up to 3 months
No support needed – Submit completed worksheet at least 1 month prior to start of project.	

Changes to invitations

Once an invitation has been accepted, an NA may change its mind up until certain deadlines. After that, any changes or cancellations will incur financial penalties.

FINANCES

All NAs and Chapters should have a treasurer, who is responsible for coordinating or overseeing financial arrangements for programmes. There is a **Treasurer's Guide** and **U-13 Model Role Profile – NA or Chapter Treasurer.**

INTERNATIONAL FEES

The bulk of funding for the work of CISV International (including the IO) comes from membership fees contributed by NAs and from participation fees paid by participants in CISV international programmes These fees help to pay for the overall supervision, administration, training and management of all programmes by Regional Delivery Teams, international committees and the IO. Each year, the Governing Board reviews the budget and participation forecasts and determines the fees for the following year's programmes.

For current fee information, see InfoFile **C-10 CISV International Fee Structure** on **www.cisv.org.**

It is up to the Chapter to collect fees from the participants it is sending to international programmes and for the NA to then collect the fees centrally and pay the amounts invoiced by the IO. It is strongly recommended that participation fees be collected from participants in advance of the programme. If a Chapter chooses, it can raise funds to cover all or part of the fees for its participants.

INVOICING AND PAYMENT OF INTERNATIONAL FEES

All fees are invoiced by and paid to the IO. When the majority of the participation information has been received, the IO will invoice the NA. This major invoice is generally done in the March quarter. If participation information changes or penalties are charged, amendments will be made in subsequent invoice periods.

The IO will credit hosting NAs with the participant host fees. This is usually done by offsetting the amount to be credited against the amount owed by the NA for its participation in other activities.

PENALTIES FOR CANCELLATIONS / CHANGES

Penalties are for such things as late programme invitation cancellations, late date changes and programme cancellation by the host NA. For full information see InfoFile **C-11 Programme Cancellation and Penalty Fees** on **www.cisv.org**.

SELECTION OF LEADERS

All recruitment and training must follow our **Child Protection Policy and Procedures.**

In CISV, people in a position of responsibility are the guardians of other people's children. We have a responsibility to participants, their parents, the law and to ourselves, to be very careful in choosing the people who take on programme responsibility and assume a guardianship role. We must also be conscious of, and careful about, anyone who comes into contact with participants.

The responsibility for selection lies entirely with the NA/Chapter. Each NA/Chapter must appoint people responsible for selecting and screening all of the people who will be in contact with participants. They must follow our **Child Protection Policy and Procedures**, which specifies our selection procedure for all staff, leaders and other people who will be in any kind of position of trust and responsibility.

Some general qualities and competencies to consider in the selection process in addition to our selection procedure:

> Interest in CISV's mission, programmes and educational approach

> Willingness and ability to observe rules and laws;

> Self-control and maturity;

> Integrity and good moral character;

> Common sense;

> Cultural sensitivity and openness to new ideas;

> Appropriateness as a role model within the context of the programme;

> Appreciation of the volunteer nature of the role;

> Interest and ability in working with children;

> Effective verbal and non-verbal communication skills;

> Physical and emotional stamina;

> Sense of humour;

> Problem-solving skills;

> Programme-related attitudes, skills and knowledge

Though it is not forbidden to select a leader who is the parent, relative or teacher of a delegate, it is discouraged as pre-existing relationships can create challenging group dynamics within delegations, such as perceptions of favouritism. When no other option is possible, the sending Chapter should always discuss the matter thoroughly with the leader first.

WHEN TO APPOINT LEADERS

Leaders should be sought and appointed as soon as possible once an invitation is accepted, so that they have time to receive training and to prepare with the delegation.

NUMBER OF LEADERS

There is one adult leader per delegation in Village, Step Up and in Youth Meetings for under 16-year-olds. For Interchanges of eight delegates or more, it is mandatory to have either two adult co-leaders or one adult leader and one junior leader from each country.

QUALIFICATIONS

The general responsibilities of these positions are set out in the Role Profiles section of the Programme Guide. Any applicant selected must have appropriate skills and background.

GENDER

Interchange leaders and junior leaders must be of the gender stated on the **Friendly Intent Form.** For other programmes, NAs are asked to make best efforts to find leaders who are of the gender recommended on the programme invitation (if such a recommendation is made).

AGE REQUIREMENTS

The following rules must be observed and can be found in InfoFile **C-03 Programme Basic Rules.** Leaders must be the proper age on the day they leave for the programme, or, in the case of the host delegation leader, on the first day of hosting.
Specifically:

> All adult leaders must be at least 21 years old

> All Interchange junior leaders must be at least 18 years old, and a minimum of four years older than the oldest participant age allowed for the assigned Interchange age group

APPLYING FOR A LEADERSHIP POSITION IN A CISV PROGRAMME

Anyone applying for a position of programme responsibility (including staff, leaders, JCs, junior staff/leaders) must submit a **Staff-Leader Application Form** to the CISV member who is responsible for staff selection at the local or national level. The form must be signed by the applicant.

REFERENCES

Following our **Child Protection Policy and Procedures**, anyone applying for a position of programme responsibility (including staff, leaders, JCs, junior staff/leaders) must arrange for two references to be submitted on their behalf. The NA should refer the applicant to the **Reference Form.** The applicant should fill in the 'Section 1 Applicant Information' and send it to their two referees, along with the name and address of the CISV member, who is responsible for staff selection. The referees should send the completed reference forms directly to that person. The form can be filled in electronically, but must be printed out and signed.

Even if the person has served as staff member or leader before, they must provide references each year that they apply for a staff/leader position. Previous references can be used if the referee confirms that the information is still valid. There is a space at the end of the **Reference Form** for a referee to sign to confirm that they have given a previous reference, which is unchanged.

POLICE RECORDS CHECK

Following our **Child Protection Policy and Procedures**, police checks are required for everyone in any position of trust and responsibility at all CISV.

What is meant by Police Check?

The terms used and the procedures will vary from country to country. For example, in some countries, with the individual's consent, the organization can obtain the information directly from the police. In other countries, the individual has to make the request personally. In some countries the police or other authorities may only give information about situations where the individual has been convicted (found guilty) of an offence. In other countries, they might also give information about arrests or where an investigation is underway.

CISV has to work with the best information we can obtain according to national laws and procedures. What is essential to find out is whether an applicant has a criminal record of convictions or arrests, which would make them unsuitable to take on a role of trust with children in a CISV programme.

What if it is Not Possible to do Police Checks in Some Countries?

It may not be possible to obtain this type of information in all countries. It is essential that all NAs investigate and see what information can be obtained. If the law in an NA does not permit police checks, they should send a statement to the International Office and the Regional Risk Managers to explain the situation and wait for their guidance.

Will the Applicant Agree?

All applicants are required to fill in and sign the **Staff-Leader Application Form.** The form includes a Certification that:

I have no criminal convictions or history of mental illness, emotional counselling, violent behaviour, child abuse, drug/alcohol abuse, prejudice etc. that would disqualify me from participation in CISV's international, cross-cultural and peace education programmes. I agree to a police record check as required by CISV. I consent to the personal data in this Application Form being used by CISV to process this application and agree that it may be shared with other people involved in organizing the programmes, wherever they may be hosted.

The applicants, therefore, are aware that such a check (or equivalent) will be required and have agreed to it in advance. If they then decide that they do not want a check carried out, their application will be withdrawn.

Additional Requirements?

The national law in some countries may have additional requirements for leaders and staff (e.g. regarding age, police checks or registration with authorities) that also pertain to anyone from abroad who will come in contact with children in the host NA. In this case, it is the responsibility of the host NA to communicate these requirements to the participating NAs and any invited leaders/staff as soon as possible so that the requirements can be taken into consideration in the selection and preparation of leaders/staff.

Remember, no selection can be made unless the procedure in our **Child Protection Policy and Procedures** has been followed, national or local laws are in addition to that procedure.

STORING AND KEEPING PERSONAL DATA

All information received in the **Staff-Leader Application Form**, Reference Forms and through police checks is personal and sensitive and must be treated with confidentiality. Only those designated to be responsible for selection (and the person designated to assist them) should see such information. The applicant signs to consent to the data being used by CISV only to process the application and agrees that the information on the **Staff-Leader Application Form** may *only* be shared with programme organizers.

For general information on Data Protection please see **Data Protection**.

All of this information must be kept confidential and secure. We recommend that the Chapter keep a staff/leader selection checklist and send the Application/Reference/police check forms to a person designated by the NA to keep them in a secure location. That person will also be responsible for ensuring that the documents are ultimately destroyed according to local or national laws. Based on legal advice on English laws and practice, CISV can suggest the following as guidelines, but local laws may differ:

> Police check information should be destroyed after recruitment or as required by national law

> If a person applies and is not selected, all the information should be destroyed within 6 months

> If an applicant is selected, then the information (other than police checks) should be kept for 6 years after the programme (or 6 years after they stop being a volunteer), then destroyed

SELECTION OF PARTICIPANTS

It is up to the NA/Chapter to select participants for the invitations accepted by the NA.

Participants must be chosen without reference to race, religion or economic status. They must be of the age designated by the programme they will be attending (see InfoFile **C-03 Programme Basic Rules** and programme-specific sections of this Guide). Those responsible for selection should be familiar our **Child Protection Policy and Procedures**

Participants should be selected early enough to allow them to be adequately prepared and, when part of a delegation, time to get to know their fellow participants and leader.

Applicants who are not selected may be disappointed and should be encouraged to take part in other CISV programmes.

REPEAT PARTICIPATION

Unless specified otherwise, as long as they are qualified, individuals may be participants in more than one of the same programme. See InfoFile **C-03 Programme Basic Rules.**

C Participants can take part in more than one Step Up.

AGE REQUIREMENTS

The following rules must be observed and can be found in InfoFile **C-03 Programme Basic Rules.**

Participants must be the age specified by the programme and the invitation. Participants must turn the correct age in the programme year they participate.

Note: The 2020 programme year is the first year that the new age requirements (described above) apply. 2020 is also a transition year during which the old age requirement will be allowed to run its course. Therefore, any participants that turned the correct age in 2019 for a 2020 programme, can participate if they are the correct age:
   a.   some day between 1 March and 31 May for programmes hosted during that period
   b.   some day between 1 June and 31 August for programmes hosted during that period
   c.   some day between 1 November and 31 January for programmes hosted during that period

WHEN TO APPOINT DELEGATES

The delegation should be selected by January. The delegations attending Step Up need more preparation time and therefore should be selected earlier than other programmes. The reasons for this are:

> Teenagers have many commitments, which make it difficult for the group to meet on a regular basis

> In addition to normal delegation preparation, additional time is needed to discuss and prepare for the theme of the camp and the cultural activity

> Delegates need time to discuss social issues that affect their country; issues are often part of camp discussions

If possible, the delegation should live as close to each other as possible for pre and post programme work.

The following Qualifications are to be Used as Standards:

> Be able to express themselves and exchange ideas and information about their country

> Be able and willing to communicate in English

> Be able to think for themselves

> Be willing to listen to and respect ideas of others

> Take initiative, be resourceful and have an open mind

> Be willing to accept responsibilities

> Be respectful of authority

> Demonstrate a willingness to adhere to time commitments before and after the camp

> Be able to interact with their peer group

> Be willing to plan, lead and participate in activities

> Be flexible

PROGRAMME INFORMATION

GETTING INFORMATION ABOUT THE PROGRAMME FROM THE HOST NA

Prior to the programme, the Host Chapter must make sure that Pre-Camp documents or forms are completed and sent to all the relevant parties.

Individual programme have different guidelines on the number and content of Pre-Camps, and also the deadlines by which they should be sent (see the relevant programme Guides for more information). As a standard minimum, hosts of all international programmes (except Interchange) should send out at least two Pre-Camps as outlined below.

Pre-Camps can also be uploaded in the activity area on **myCISV** so that participants who have claimed participation and been approved can access them directly.

PRE-CAMP 1

Include basic information about the programme site, dates and contacts. This form must be completed and sent to all participating NAs and IO by 1 March (for Jun-Aug programmes)/ 1 September (for Dec-Jan programmes) /1 December (for Mar-Apr programmes).
The **Pre-Camp 1 Form** is available on **www.cisv.org**. It is the responsibility of the NA to send it to participating NAs and the IO.

PRE-CAMP 2

Include detailed information on the programme. There is no form. This document must be sent to all participating NAs and IO by 1 April (for Jun-Aug programmes)/ 1 October (for Dec-Jan programmes)/ 1 February (for Mar-Apr programmes). Contact details for the Programme Director and the address of the site should be included. The following is the sort of additional information that is generally included:

- Welcome/Introduction
- Arrival and departure
- Site/location
- What to bring/what not to bring
- Things you should know – e.g. laws and rules
- Contacts
- Travel Information Form
- Dietary restrictions
- Hello from the staff
- Programme goals
- Reminders about preparation
- Personal spending money (pocket money)
- Emergency money (reserve funds)
- Camp shop
- Forms
- Remind people that they are covered by the CISV Travel Insurance

- Insurance
- Visa requirements
- Airport tax
- Equipment available at the campsite
- **myCISV** website

If you do not receive these documents, check with your National Secretary or host NA.

SECURITY CONCERNS IN THE HOST NA

CISV programme are hosted in countries around the world, some of which may be perceived as having security concerns. Generally speaking, CISV recognises that the people on the spot are usually best suited to give a realistic assessment of the situation and can provide information on precautions to be taken. CISV relies on and trusts its local organizers to take all reasonable steps to create as safe a programme environment as and to assess the local situation and determine whether or not hosting or continuing a programme is appropriate.

Participating NAs are encouraged to obtain information from their governments as well as from the host NA. Host NAs should be aware that participant families and NAs may have concerns and be sensitive to this reality; be ready to answer their questions. Host NAs may want to be proactive and send out general information about what life is like in their country and what people can expect.

Whether or not a programme goes ahead, it is the decision of parents/participants whether to travel to or stay in these programmes.

Parental/Adult Participant Decision about Travel to CISV Programmes in Risk Areas

Every year parents and adult participants contact CISV regarding procedures in place to safeguard participants who have been selected to attend programmes in areas of the world that have been receiving negative global press coverage. The following procedures outline CISV's efforts to assist parents to make the decision about participation:

- CISV programme hosts are usually parents themselves and they all take the responsibility of hosting children very seriously; they will be the first to cancel a CISV activity if it is not safe
- Hosting/travelling CISV Chapters observe selection procedures and are required to have a training programme for adult delegations/staff
- Site facilities used by CISV participants must meet local public health standards
- CISV International officials visit the proposed site before NAs host their first CISV programme
- NA/Chapter officials make inspection visits if requested
- If there are concerns about the physical safety of visitors, CISV consults appropriate embassy or foreign ministry officials
- On request, IO contacts host NAs for details or reassurances
- CISV parents/adult participants take the final decision regarding their child's/their own travel

Getting Information on the General Safety Situation in Host NAs and what Security Precautions will be Taken for the Programmes

CISV programme organizers in each country are very sensitive to people's concerns and understand that people need to feel confident of the organizers' grasp of the situation and their ability to respond. Participating NAs with concerns are encouraged to contact the host NA so that it can respond to any specific queries directly. CISV International also monitors government travel advisories:

- **www.fco.gov.uk/travel** (United Kingdom)
- **http://travel.state.gov** (United States)
- **www.auswaertiges-amt.de** (Germany)
- **http://voyage.dfait-maeci.gc.ca** (Canada)
- **www.dfat.gov.au** (Australia)
- **www.france.diplomatie.gov.fr** (France)

Sending NAs are encouraged to monitor their government websites and it is highly recommend that they contact their own government travel advisories.

Registering with Embassies

In host NAs with security risks, all participants must register with their embassies. Sending NAs should contact their embassies directly to find out about the procedure for registering. The relevant National Programme Coordinator and host Chapter should also have the contact numbers of the local embassies of all countries represented at the programme.

PREPARING FOR A PROGRAMME

In preparing for and travelling to a programme, there are a number of steps that will assist in dealing with difficulties that may arise. These are the responsibilities of the sending Chapter, leader, parents and participants.

PARTICIPANT AND DELEGATION PREPARATION

Ensuring that Everyone has Realistic Expectations

It is up to the Chapter/NA to make sure that participants, their parents, and the leader have realistic and reasonable expectations of the programme. All people with programme responsibility must have training, understand the role they will play, what is expected of them and what they can expect in return. Before participants leave, they and their parents should have a good understanding of the programme and what they can expect from the experience and from CISV.

All staff, leaders and JCs must receive appropriate orientation and leadership training.

C STEP UP YOUTH TRAINING

The National/Chapter Step Up Coordinator (Committee) is responsible for participant training. Assistance by members of the Junior Branch will be beneficial for participants and JB.

In addition to delegation meetings/minicamps, a Chapter/NA training should be delivered. Training for participants addresses various topics and some of them could be covered with the help of JB. The trainer should ensure equal access to information and tools as well as take into account JB suggestions.

Before starting to organize the training, it is strongly suggested that the JB and the Chapter or National Step Up Coordinator get in touch with one another. In the absence of a planned National/Chapter participant training, JB is encouraged to take charge and cover the areas stated below.

General topics:

- ❯ What is CISV
- ❯ How to plan and run an activity
- ❯ How Step Up differs from Village and Seminar Camp
- ❯ How to understand and develop a camp theme
- ❯ Understanding the goals of the programme
- ❯ Rules and guidelines – the role of the camp meeting
- ❯ Evaluation – how to do it, when to do it and why
- ❯ Cultural sensitivity and cultural awareness

PRE-REGISTRATION ON THE MYCISV WEBSITE

In 2020, myCISV will undergo a major re-development. The new myCISV changes will be rolled out gradually. For 2020 only staff, leaders, JCs, NICs and LICs will be expected to register on myCISV and be assigned to their respective role and programme by their home NA.

See more information at **MyCISV Questions & Answers**.

PERSONAL ELECTRONIC EQUIPMENT AT PROGRAMMES

Participants should be advised not to bring personal electronic equipment (such as mobile/cell/smart phones, portable computers, computer games) to programmes. They may bring them for the journey, but they will be asked to store them with programme staff/Interchange leaders in a safe place for the duration of the programme. Host staff may use personal electronic equipment whenever needed. Leaders and JCs may use personal electronic equipment at the end of the daily programme.

The use of electronic equipment as part of or to prepare for an educational activity, or for limited periods/use by general agreement within the programme should only be done with the permission of staff/Interchange leaders.

The rationale behind this rule is to avoid the distraction these devices can cause and help participants to focus on the unique programme experience which is meant to take participants out of their day-to-day environment.

SENDING PARTICIPANT INFORMATION TO THE STAFF

PARTICIPANT NAMES

Just as all leaders are asked to register on the **myCISV** website, all programme participants should register. That way, staff will have an easy way to collect names and communicate with participants.

PARTICIPANT SPECIAL NEEDS

General and Dietary

If a participant has any special needs, such as food restrictions, or an allergy, or medical conditions the host Chapter, host families and staff must be notified in advance so that they can prepare. If the host Chapter or staff are not given the time to prepare, then the participant's welfare may be put at risk.

Provide the information for the participants and delegations before the programme through the **Delegation Information Form** (for Step Up, Village, Youth Meeting), the **Individual Participant Information Form** (for IPP, Seminar Camp, Village JCs, Youth Meeting), and **the Interchange Leader Information Form** and **Interchange Delegation Information Form** (for Interchange).

Staff, leader and programme coordinators must be familiar with the **CISV International Mental Health Guide.**

Physical Accessibility

If a participant has a particular condition that requires that certain things be in place on the site (e.g. ramps for wheelchair access), the sending Chapter must communicate early with the host Chapter to ensure that the site is accessible. As laws differ from one country to another, not every campsite will be fully accessible. If the host site cannot accommodate the needs of the participant, the sending Chapter should check with the hosts of other invitations they have for the same programme in other locations to see whether their sites are accessible. Under these circumstances, it may be possible to arrange with the IO to switch invitations.

It is also essential that staff be consulted where a participant has physical limitations in case there is anything they need to be aware of in terms of activity planning.

Companions

If a participant has a condition that means they require a companion, the sending Chapter must communicate early with the host Chapter to ensure that they can accommodate another adult. If they cannot, then the sending Chapter should check with the hosts of other invitations they have for the same programme, and with the IO, to see if it is possible to switch invitations to one that can accommodate the companion.

It is also essential that staff be consulted where a companion will be attending, in case there is anything they need to be aware of in terms of activity planning. If a companion does attend, they must have CISV training and be police checked. They must also participate actively in the programme.

PARTICIPANT TRAVEL DETAILS

Participants/leaders must send their **Travel Information Form** to the host NA two months in advance of the programme. If this information is not provided, the hosting NA will not be able to make arrangements to

meet participants on arrival. If relevant, check with the host NA when and where participants will be met on arrival.

HEALTH AND LEGAL FORMS

HEALTH FORMS

It is essential that every participant (including leaders, JCs, and staff) have a **Health Form** completed no more than three months before the beginning of the programme. The original signed forms must be taken to the programme and the original should be given to staff or Interchange leader. Two copies should be made; one copy should stay at home with the sending family or Chapter, and one copy should stay with the leader (if applicable). Interchange host families should also be given a copy. People will be travelling away from home and, if something should occur, local doctors must have historical and current medical information on the person to ensure proper treatment. CISV representatives (staff and host families) must also know of any medication which they may have to help administer and medical conditions which they might have to monitor which might affect a person's participation in certain activities.

Health Forms must be signed by a doctor and taken to the programme. If the doctor has a stamp, it is recommended that you ask for it to be put on the form along with the doctor's signature.

If the participants are children travelling with a leader, then the leader should carry the **Health Forms** of all participants under their responsibility. At the programme, these forms should be stored safely and confidentially in the staff office (for Interchange, copies are given to the host families) and consulted in the event of a medical need. On an excursion, the forms should be carried securely by staff or leaders. For home-stays during camp-based programme, the original copy should be given to the host family to be returned at the end of the stay. Leaders must also give host families instructions on any medications, which they may have to administer. Where relevant, if an incident occurs, a copy of the **Health Form** should be attached to an **Incident Report Form.** If an insurance claim is made, this information may also be required. At the end of the programme, the original and all copies should be returned to either the adult participant or child participant travelling alone. In the case of a delegation, the original and all copies should be given to the leader, who should then return them to the child's parent/guardian on arrival. The sending Chapter should destroy any copy it holds within a year after the end of the programme.

What if Someone Arrives Without the Signed Health Form

If a participant arrives without a properly completed **Health Form,** their doctor can be asked to fill it in and send it only where the doctor has seen and examined them within the last three months. If this is not possible, the participant must be taken to a local doctor for an examination. That doctor should fill in the form as far as it is possible under the circumstances. The participant must pay for the visit to the local doctor.

INSURANCE

Every participant must have travel/medical insurance. As of the 2016 programme year, all participants (including leaders and staff) in CISV international programmes (not including Mosaic projects) are automatically covered by the CISV Travel Insurance. The International Office will issue notices or certificates of insurance to all NAs. Every participant, leader and staff should carry a copy in case they need it while travelling or during the programme. The notice will provide basic information and contact details for the claims handler in case something happens and an insurance claim needs to be started. This information will be necessary to show to external parties such as doctors or hospitals. Within CISV, however, all international programme participants, staff and leaders are covered and will not need to show proof of insurance. Information on the CISV Travel Insurance is available on **www.cisv.org**.

LEGAL FORMS

There are three types of official CISV Legal Forms; **Child Travelling with Leader Legal Form**, **Child Travelling Alone Legal Form** and **Adult Legal Form.** They are all available on **www.cisv.org**.

It is essential that every participant (including leaders, JCs, and staff) have the appropriate CISV Legal Form fully completed. The original, signed forms must be taken to the programme and we recommend that the original be given to a member of staff or Interchange leader. One copy should stay at home with the sending family or Chapter, with copies to stay with the leader (if applicable).

For children, these forms are signed by their parents and give consent for travel with a named leader or alone.

For all participants, these forms appoint CISV representatives as legal guardian should an emergency occur and should medical decisions have to be made on behalf of the person and their parent/guardian cannot be reached. These forms are precautions, but without them children may have difficulty travelling and doctors may not be able to proceed with some treatments without consent.

These forms make it clear that if someone behaves in a manner contrary to CISV rules then they may be sent home at their own/family's expense.

If the participants are children travelling with a leader, then the leader should carry the participants' legal forms. At the programme, the forms should be stored safely and confidentially in the camp office (for Interchange, copies are given to the host families) and consulted in the event of emergency. On an excursion, the forms should be carried securely by the staff or leaders. For home-stays during camp-based activities, the original should be given to the host family to be returned at the end of the stay. If an incident occurs, a copy of the form should be attached to a completed **Incident Report Form**. If an insurance claim is made, this information may also be required. At the end of the programme, the original and all copies should be returned to either the adult participant or child participant travelling alone. In the case of a delegation, the original and all copies should be given to the leader, who should then return them to the child's parent/guardian on arrival. The sending Chapter should destroy any copy it holds within a year after the end of the programme.

What if Someone Arrives Without the Signed Legal Form?

If a participant under age 18 arrives without these forms (or with the wrong form), the sending Chapter must be contacted. They must arrange to have the parents of the participant sign and fax/scan and e-mail the legal forms immediately to the host NA or directly to the programme. If the participant is aged 18+, the form must be signed upon arrival if not done previously.

SUMMARY OF HEALTH AND LEGAL FORMS

FORM	WHO IS IT FOR?	WHICH PROGRAMMES?	WHO SIGNS?	COMMENTS
Health Form	All participants and JCs, All staff and leaders	All programmes except Mosaic (unless the Mosaic project involves travel and overnight accommodation)	Signed by participant's doctor. Also signed by parent/guardian for child participants (under age 18) by child participants aged 16-17 and by adult participants (age 18+). If the doctor has a stamp, you should ask that it be put on the form along with the signature. In certain countries, this is important and helpful	Must be dated within the 3 months before the programme. If a participant arrives without a properly completed Health Form, the person's doctor can be asked to fill it in and send it only if the doctor has seen and examined the person within the last 3 months. If this is not possible, the person must be taken to a local doctor for an examination. That doctor can fill in the form as well as possible in the circumstances. The participant must pay for the visit to the local doctor
Child Travelling With Leader Legal Form	All child participants travelling with an adult leader	Village, Interchange, Step Up and Delegation-based Youth Meetings	Signed by parent/guardian of the participant	If a participant arrives without this form, the sending Chapter must be contacted. They must arrange to have the parents sign, scan and email the legal form immediately to the host NA or directly to the programme.
Child Travelling Alone Legal Form	All child participants aged 16-17, travelling without an adult leader	Village JCs, Seminar Camp participants, Youth Meeting participants aged 16-17	Signed by parent/guardian of the participant and the participant	If a participant arrives without this form, the sending Chapter must be contacted. They must arrange to have the parents sign, scan and email the legal form immediately to the host NA or directly to the programme.
Adult Legal Form	All adult leaders and staff members, IPP, Seminar Camp and Youth Meeting participants, aged 18+	All programmes for staff/leaders, IPP, Seminar Camp and Youth Meeting for participants, aged 18+	Signed by adult on their own behalf	Must be signed upon arrival if not done previously.

TRAVEL CONSIDERATIONS

SUPERVISION – TRAVELLING ALONE OR WITH A LEADER

CISV participants under the age of 16 must not travel without an adult. The exceptions are very unusual circumstances, such as where the participant must return home immediately. In these circumstances, the parents must give their consent and arrangements must be made with the transport company to provide assistance to the participant on their journey.

An individual child participant (not part of a delegation) may only travel alone with parental consent.

Parental consent is required for any child participant under the age of 18. In cases where obtaining parental consent is not possible due to family circumstances, consent from the person's legal guardian must be obtained (and their status made clear on the form).

When a delegation is travelling with a leader, that leader is the temporary guardian of the participants. The leader must exercise due care and should never leave a participant alone during travel. If the leader has to be absent for a few moments, the participants should be left in a group.

PRE AND POST-PROGRAMME TRAVEL

Generally, this is discouraged in CISV as it can detract from the educational impact of the programme. Delegates are asked to arrive and depart on the appointed programme dates. Where reasonable travel arrangements make it impossible to observe these dates, host Chapters may be asked to provide free hospitality for early arriving/late departing staff, participants and leaders for up to a maximum of two nights. The host Chapter is requested to assist anyone in finding hotel accommodation where home hospitality is not possible. Staff, participants and leaders arriving earlier or departing later will be responsible for their own accommodation expenses.

Where participants arrange to travel after the programme under the care of a CISV leader, it is important that everyone involved understands that this trip is outside the scope of the CISV programme and that CISV does not bear responsibility for arrangements or occurrences related to that trip.

The CISV Travel Insurance-Policy Information covers up to 10 extra days of leisure travel (when in line with CISV International Programme Basic Rules). For any additional travel, it is the responsibility of parents to purchase any additional travel/medical insurance needed.

VISA REQUIREMENTS

For some countries visas are required. The visa application process varies in length from country to country. Start the application as soon as possible.

It is the responsibility of the sending NA to check whether visas are required. If a formal invitation is required from the hosting NA and/or the IO it is also the responsibility of the sending NA to request this as early as possible. It is further recommended that the host NA be asked to contact the office that issues visas in that country giving some information about CISV, explaining the nature of the international programme that will be taking place and advising them of the home countries of participants/staff/leaders. This approach has been shown to be very effective in speeding up visa applications.

Cancelling participation in a programme due to a late visa-application does not constitute *force majeure*; therefore all penalties will be incurred.

CONTACT DETAILS OF THE PROGRAMME

In case of an emergency at home, in the host NA or en route to/from the programme, the leader, any participants travelling on their own, the sending Chapter and parents should have:

- ❯ Phone/fax/e-mail addresses of programme and Interchange host families
- ❯ Leader's mobile/cell phone number if there is one
- ❯ Contact details for host Chapter and NA
- ❯ Contact details for their country's embassy/consulates in the host country

It is important that sending Chapters and parents recognise that these contact details should only be used in case of emergency and are not to be used for general communication.

REGISTERING WITH EMBASSIES

CISV recommends that a sending Chapter communicate with its country's embassy or consulate in the host NA and advises them of the names of the participants and the location/contact details of the programme. While this practice should always be followed when the programme takes place in a risk region or an area in conflict, it is advisable at all times. Should there be an emergency, be it military or a natural disaster, embassies will assist their citizens in the host country and parents and the sending Chapter can be in contact with the embassy.

TIPS FOR TRAVELLING

The following are some considerations and actions, to help make a journey easier and safer.

Purchase of Tickets

- ❯ To the extent possible, choose a reputable, safe airline and a direct route of travel
- ❯ Consider air tickets that allow for changes or cancellation without incurring charges right up to the time of departure.
- ❯ In the case of transit flights, choose flights that allow ample time for transfers
- ❯ Do not make travel arrangements until Pre-Camp 1 is issued

Insurance

All participants (including leaders and staff) in CISV international programmes (not including Mosaic projects) are automatically covered by the CISV Travel Insurance. The International Office will issue notices or certificates of insurance to all NAs. Every participant, leader and staff should carry a copy in case they need it while travelling or during the programme. The notice will provide basic information and contact details for the claims handler in case something happens and an insurance claim needs to be started. This information will be necessary to show to external parties such as doctors or hospitals. Information on the CISV Travel Insurance is available on **www.cisv.org**.

- ❯ Understand beforehand, how and when to file reports when making an insurance claim
- ❯ The leader must carry copies of the notice of travel insurance for themselves and each participant in their delegation
- ❯ Carry **Health Form** and Legal Form in hand luggage
- ❯ Consider the possibility of participants also carrying a copy of the CISV Travel Insurance policy

Difficulties that may Arise During Travel

Be prepared for difficulties and always remember that the safety of participants is the highest priority. Difficulties may include:

- Cancelled flights
- Inability to make a transfer due to delays or unexpected closing of airports
- No one to meet the participants at the airport or station
- Lost children
- Missing baggage
- Injured or ill children
- A serious incident in the final destination or transit point and airports are closed
- The planned itinerary is changed; the leader/participants travelling on their own must contact both the sending Chapter/parents and the host Chapter to advise them of the situation

Items to Bring on the Journey

Overall:

- The leader/participants travelling on their own must be sure to take emergency money (reserve funds) and credit/debit cards that can be used to cover emergency expenses like medical expenses, hotel charges, etc.
- For delegations, consider having each participant travel with emergency money in a widely accepted currency recognising that this money is to be used for emergencies only and is not extra spending money for use at their programme; a discussion with parents of the participants should determine a suitable amount. This needs to take into account travel to and from the programme as well as any incidental travel.
- Consider national and local safety conditions in terms of how much cash to bring versus credit/debit cards and whether large amounts stored on an individual or the campsite pose a risk to personal safety and camp security.
- Consider whether the leader should rent an international mobile/cell phone or take a pre-paid telephone card to maintain contact during the journey; for Interchange, it is particularly recommended that the leader has a mobile phone for use during the hosting phase, which will work in that area
- Take a basic first-aid kit; if a participant is unwell or injured to the extent that medical advice is required, any treatment given must be prescribed and provided by a medical professional competent in the relevant field
- Be prepared to explain ordinary medicines in English; everyone travelling should take a copy of prescriptions for any medications or eye glasses in case luggage is lost or glasses are broken
- Phone numbers of the sending and host Chapter/NA and of sending parents

For Travel:

- Check hand-luggage rules in advance and pack accordingly to avoid problem and delays
- For delegations, anticipate long waits in the airport
- Anticipate chilly airplane cabins, even in summer
- Consider carrying a change of clothes and toiletries in hand luggage in case hold luggage is delayed

COMMUNICATION DURING THE PROGRAMME

Make sure that any leader or adult participant has the contact details of someone in the sending Chapter in case any questions arise.

COMMUNICATIONS IF A PROBLEM ARISES

Most problems that programme encounter are minor and can be addressed appropriately by staff, leaders and participants within the programmes.

However, should a serious problem arise and should a participant need to leave the programme early, there are specific procedures to follow. The NA/Chapter of the participant (and parents in the case of a child) must be consulted as part of the process, which is fully described in InfoFile **R-15 Procedure for Sending Someone Home.**

If a leader has to leave the programme early, the NA/Chapter of the leader must be consulted as part of the process and take part in making alternate arrangements (a new leader or someone to accompany the delegation during travel). Parents of the participants in the leader's delegation must also be consulted and arrangements made for new legal consent forms. The procedure is fully described in InfoFile **R-15 Procedure for Sending Someone Home**.

COMMUNICATING WITH THE PROGRAMME OR PARTICIPANTS

Should the sending Chapter or a parent need to reach the programme urgently, the contact information is in the Pre-Camp. However, it is important that sending Chapters and parents (as well as the participants) recognise that the contact details should only be used in case of emergency and are not to be used for general communication.

In general, communication with the outside world during a programme is discouraged as it may be distracting for the participant and make it difficult for them to make the most of the programme experience.

In some programmes, depending on the site facilities, leaders and adult participants may have limited access to e-mail to communicate news to family and the parents/guardians of participants.

FOLLOW-UP AFTER THE PROGRAMME

Participation in a CISV programme can be a powerful experience. It is recommended that sending Chapters organize some form of follow-up activity after participants return from the programme, which will give them the chance to debrief and share. Former participants are a great resource in debriefing sessions for participants who have just returned from a programme.

C PARTICIPANTS FOLLOW-UP AND LINK WITH JUNIOR BRANCH

It is important to have a follow-up with participants, as it is only after they go back to their daily routines that it is possible to check how educational the Step Up experience has been. A follow-up can be done individually or in a group.

Another important part could be to give JBs the opportunity to recruit from Step Up participants. JBs will be able to recruit motivated former participants who just came back from a Step Up experience and this will keep the participants active in their Chapters. There are a number of ways this can be achieved.

If an NA already hosts a post camp/minicamp then the JB could get in contact with its National Board and National Step Up Coordinator and ask them for a slot of time to run an activity. If not, then the JB should run an activity/day for the returning participants to raise their awareness about JB and its potential.

The cooperation between National Step Up Coordinator and JBs is key in order to run a cohesive and effective post-camp training. If in your NA there is no JB, it is possible to get in touch with your Regional Delivery Team for Educational Programmes or International Junior Branch Team to analyse other options.

Debriefing

Do not forget to arrange a date with the delegation for the debriefing of the programme – this does not necessarily have to be a whole weekend. In some countries, a phone call is all that is possible. Delegates should be primarily be asked to reflect on what they learned and how the Step Up has impacted their life, the way they think about the topic, CISV, or further involvement in their country.

LEADER AND STAFF PERFORMANCE

If the programme staff/LIC has provided feedback on leaders, the sending NA will receive a copy of this feedback. Currently, this is sent by the IO to the National Secretary and National Risk Manager.

ISSUES

The National Secretary of the sending NA will also receive an issues report.

Any issues (medical, behaviour, rule violations etc.), recommendations or further training suggestions, reported from the programme that relates to participants or adult will be shared with their sending NA (via the National Secretary and National Risk Manager) for follow-up.

INCIDENT REPORT FORM

The **Incident Report Form** (IRF) must be filled in if there is an incident in a programme. However, not every incident will require full reporting.

Examples of situations or incidents to report are those requiring medical (including psychological) attention, those involving criminal behaviour, and violations of CISV guidelines on Behaviour and Cultural Sensitivity, where consequences have been imposed. The information should be sent to the host National/Chapter Risk Manager with a copy to the IO. The **Incident Report Form** must be signed and can be submitted electronically.

If any incidents occur during the programme, please make sure that a completed **Incident Report Form** (IRF) it is sent to the IO. This can be done at the time of the incident or as soon as possible after the programme, depending on the severity of the incident. Anyone participating in a programme can fill in and submit an **Incident Report Form** and has a responsibility to ensure that all incidents are recorded and reported.

STEP UP / EDUCATION & EVALUATION

	Introduction	Role Profiles	Hosting Before	Hosting During	Sending	Education & Evaluation
Staff	◆	◆	◆	◆		◆
Leader	◆	◆		❖	◆	◆
Parent	◆	◆			❖	
Participant	◆	◆			❖	
Chapter/NA person with programme responsibility	◆	◆	◆	◆	◆	◆

ABOUT CISV

CISV educates and inspires action for a more just and peaceful world.

Since 1951, CISV has been offering a range of local activities, international camps, family-hosted exchanges and community-based projects. These are known as our 'programmes' and every year our volunteers organize them for young people and adults from over 60 countries.

Over the years these programmes have provided opportunities for thousands of participants to meet and develop friendships with people from different countries, backgrounds and cultures. All CISV programmes have a peace education focus, which we use to inspire our participants to become active global citizens. As CISV continues to grow around the world we remain united as an organization by our educational principles. These reflect the way we think and behave:

OUR EDUCATIONAL PRINCIPLES

We support social justice and equality of opportunity for all.

We appreciate the similarities between people and value their differences.

We encourage the resolution of conflict through peaceful means.

We support the creation of sustainable solutions to problems relating to our impact upon each other and the natural environment.

Our educational principles form a bridge between our Mission Statement and our focus on peace education. So, when you look at them alongside the main strands of our peace education content in the chapter "Peace Education in CISV", you will be able to see how closely they are linked.

Programmes combine our educational principles with peace education to promote inclusion, social justice, non-violent resolution of conflict and sustainable development. They also help to develop an awareness of how each of us can take action towards a more just and peaceful world.

In addition to our programmes we also contribute to research and work with organizations worldwide whose goals are similar to ours.

C USE OF THE CISV MISSION STATEMENT AND EDUCATIONAL PRINCIPLES IN PROGRAMME PLANNING

When taking part in a Step Up the participants develop their own activities related to the four areas of CISV educational content and to the programme theme. At the conclusion of the programme they should have developed greater appreciation of similarities and differences, justice and equality of opportunity, the ability to resolve conflicts by peaceful means and the importance of sustainable development. The programme encourages participants to transfer all this learning to their local communities and environment after the programme ends.

PEACE EDUCATION AND ACTIVE GLOBAL CITIZENSHIP

CISV'S APPROACH TO PEACE EDUCATION

This is a practical guide to what we do and why we do it, and can be used as a handbook for CISV training. We hope you enjoy reading it and find it useful. You can find more details on all the information contained in this Guide in the **CISV Passport**, in our **Big Education Guide** ("Big Ed").

Peace Education provides us with the attitudes, skills and knowledge we need to become agents of change, both locally and globally; in other words, to become active global citizens.

It looks at local and global issues that are relevant to all countries, recognizing that peace can mean much more than the absence of war. In fact, peace education encourages us to look at a wide range of issues and helps us gain a better understanding of:

> our own identity within the local and global community

> basic human rights as well as forms of exploitation and injustice

> conflicts and how they can be caused, prevented and resolved

> sustainable solutions for environmental and development issues

Having the opportunity to make friends with people from different backgrounds and life experience can also play an important role within peace education. This is because it encourages us to examine our own attitudes and values, which in turn helps to broaden our perspective of the world. It also helps to raise our self-awareness and our awareness of others.

Many of the issues within peace education are also found in what is often called development education, intercultural education and global citizenship. You can find more information on the similarities and differences between these in our **Big Education Guide** (Big Ed), which is available on **www.cisv.org**.

PEACE, PEACE EDUCATION AND ACTIVE GLOBAL CITIZENSHIP

Peace education helps us to develop our personal and interpersonal knowledge about the communities in which we live, the culture and communities of fellow participants and how these relate. It helps us to develop effective skills of communication with members of different cultures, and cooperation towards shared goals, alongside attitudes of friendship and openness to people of other nations and cultures.

Peace

Learning through living as a group and taking part in activities in an intercultural setting enables participants to become aware of issues within CISV's four areas of educational content. Raising awareness of these issues through CISV programme participation can open the eyes of participants to opportunities for action in their home community and the wider world, thus helping them to become active global citizens.

The Importance of Cultural Activities

Cultural activities allow participants to share an important part of their background and play a key role in the programme. They serve as a training opportunity for participants at home and are one of the biggest contributions each delegation brings to the programme's educational content.

The educational principles and Statement of Purpose are built into the programme by the time the youth participants start planning their own cultural activities. Development of the educational principles continues when the participants make decisions that will affect the development of the camp, such as details of camp schedules and planning the activities around the camp. The cultural activities planned by delegations should raise awareness of global and local issues in conflict and resolution, diversity, human rights and sustainability.

ASK FOR ACTIVE GLOBAL CITIZENS

Active global citizens need a combination of attitudes, skills and knowledge (ASK). In CISV we ensure that these attitudes, skills and knowledge are at the heart of our educational goals and our approach to learning.

EXAMPLES OF ASK

Attitudes – How we think and behave:

> Being open minded

> Behaving flexibly

> Willingness to include people

> Taking responsibility for our own actions and decisions

Skills – Our ability to/for:

> Communicate

> Leadership

> Self-reflection

> Creative problem solving

Knowledge – Information we gain about:

> Population dynamics

> Community concerns

> Geographical facts

> Environmental issues

C ATTITUDES, SKILLS AND KNOWLEDGE (ASK)

All Step Ups share the same educational goals, which are used both as a framework for planning the programme with regard to educational content and as the basis for programme evaluation. Each goal is made up by up to four indicators, which are the attitudes, skills and knowledge (ASK) we want participants to develop through the programme.

STEP UP PROGRAMME GOALS AND INDICATORS

Develop leadership skills	Express personal ideas to promote group development **(S)** Suggest solutions to conflicts **(S)** Facilitate a group **(S)** Take responsibility for an activity, project or problem **(S)**
Be willing to take initiative in own community	Identify issues and conflicts in own community **(K)** Show willingness to contribute to own community **(A)** Identify ways to use new knowledge in everyday life **(S)** Act inclusively towards others **(S)**
Increase awareness of the world	Increase knowledge of current social issues **(K)** Cooperate with people from different cultures **(A)** Understand and contribute to the development of the camp theme **(A)** Participate in discussions about the content area of the year **(K)**
Develop as a person	Show confidence in group discussions and activities **(S)** Plan and run activities **(S)** Work as part of a team **(S)** Listen to others' ideas and be open-minded to different points of view **(A)**

C CISV educational content should be the basis for the Step Up programme. The attitudes, skills, and knowledge approach can be used to help facilitate the growth of Step Up participants. Looking at this model, we can identify some of the behaviours, characteristics, and traits that should be developed:

Attitudes	Skills	Knowledge
❯ Open mind ❯ Flexibility ❯ Respect, Cultural sensitivity ❯ Initiative ❯ Accept responsibility ❯ Plan, lead and participate ❯ Include all members of the group	❯ Thinking for themselves ❯ Listening ❯ Communication ❯ Teamwork ❯ Group decision making ❯ Respect the rules they set ❯ Leadership	❯ CISV and Step Up ❯ Their own culture ❯ Camp theme related to their culture ❯ Topics / activities related to the theme ❯ Cultural awareness ❯ How to plan activities ❯ How to evaluate activities

Using these Attitudes, Skills and Knowledge after the Programme

Participants should gain new attitudes, skills and knowledge throughout the programme. They should go back home willing to apply these acquired ASKs into their daily life, in both CISV activities and in other contexts where they can show that they are becoming active global citizens. After the initial training and the following international experience they will be better at planning and running activities with specific and well developed educational content.

PEACE EDUCATION IN CISV

The four main content areas of Peace Education in CISV Programmes

Diversity

Explores the identity of the individual and then asks us to consider ourselves within our own and the wider community.

Human Rights

Considers how human rights affect every aspect of our lives and how violations can lie at the root of problems such as poverty, violence and lawlessness.

Conflict and Resolution

Helps us to understand how conflicts can arise deliberately or otherwise and what can be done to help bring a peaceful resolution.

Sustainable Development

Looks for integrated ways to promote economic and social well-being, while protecting the environment through the responsible use of natural resources.

Activities and discussions in CISV programmes can either relate to one of these areas or a combination of two, three or all four of them. This allows our programme planners the flexibility to make sure that the issues are interesting and relevant to the whole group and meet the educational goals.

We help our participants to use peace education within the context of a programme to develop their attitudes, skills and knowledge, so they can become active global citizens.

USE OF THE FOUR CONTENT AREAS

The themes are connected with the four content areas, as the staff members are asked to choose a theme that is relevant to the CISV theme of the year. Participants are encouraged to include these content areas while planning their activities, and to note ways in which they relate to one another.

EDUCATIONAL CONTENT

The focus is on learning through educational activities related to the theme. Some activities are planned and run during training, and this will teach the participants about their role during the programme. Activities are planned by staff for the participants in the first few days, but then the youth start working in groups to plan activities themselves, facilitated by adults. In the early stages there is a need for ice-breakers and getting-to-know-you games. Later in the camp, everyone may need some relaxing or fun activities as a break from the more intense educational work. Educational activities will vary in length, nature of action and intensity. Staff and leaders will help the participants balance the various types of activity during their planning group discussions.

RESOURCES USED TO SUPPORT PEACE EDUCATION IN STEP UPS

> The **Passport**

> **Big Education Guide** (Big Ed)

> **Step Up Guide**

- **PDPEF FAQ at [Evaluation](#)**
- **[PDPEF Quick Notes](#)**
- **[Step Up PDPEF Package](#)**
- **[Activity Writing Template](#)** – for uploading activities devised in a Step Up so that they can be shared in **[Educational activities](#)**.
- **[Evaluation](#)**
- **[Research](#)**
- Commercially available activity books and on-line database of resources from development education organizations may also contain activities which can be used or adapted for use in Step Ups.
- **[International Step Up trainings at selected Regional Training Forums](#)**
- Chapter/NA Step Up trainings
- **[Step Up Training Curriculum](#)**
- **www.cisv.org/resources/programmes-resources/step-up/**

Websites, books, magazines and every tool that might help the youth in a better understanding of the camp theme and CISV content areas.

BUILDING PEACE EDUCATION INTO PROGRAMMES

We use 'themes' to provide a unique flavour to each of our programmes. These are developed from our four peace education content areas. Each theme can concentrate on one particular content area or provide a link between two, three or all of them.

Themes are helpful as they connect the educational content directly to the goals of each programme. When you are planning your theme, you may wish to take into account a number of factors, including:

Location

- Age of participants
- Duration of programme
- International/national campaigns

Local Issues

- World events
- Size of group
- Partner organizations
- Resource availability
- Cost
- Group dynamics
- Relevance to participant group
- Complexity of issue

Everyone who has been on a CISV programme remembers the friends they made and the fun they had. They also remember many of the activities they took part in. Most of these activities are connected to at least one of our four content areas of peace education. Activities are chosen to support the theme and to provide opportunities for our participants to learn more about themselves and how they can develop the attitudes, skills and knowledge (ASK) to become active global citizens.

CISV has a database of activities, which you can find in **Educational activities.**

BUILDING PEACE EDUCATION INTO STEP UPS

Theme

Participants plan activities around a theme. The staff should decide the theme while planning for the programme. The theme chosen by the staff should relate to CISV educational principles and goals, and to the annual rotation of content areas.

Staff members need to be clear in their ideas about the chosen theme and how use of the theme can help participants to achieve the relevant goals. The theme must be used in all cultural activities as well as during Impact Day, Open Day and excursions.

The majority of educational activities should be based on the development of the camp theme. Practice has shown that:

> It gives unity and identity to the camp

> Participants need opportunities to focus on issues which are relevant and of concern to them

> The theme should be one which delegations can start work on at home, before they travel to the camp

> Activities are normally related to this theme

> The theme should allow freedom of discussion and opportunity for development by participants

> The theme should be broad enough to be developed in three weeks, but also sufficiently specific for focus and closure

> If a Chapter/NA is already working on a theme throughout the year, it is useful to relate the camp theme to that one which will facilitate the planning of the Impact Day

Theme Development

The theme will be explored through:

> Activities and discussions developed and led by the youth participants

> Cultural activities prepared by the delegations before the camp

> Local Impact Day experience

> Use of local resources to increase knowledge and provide a shared experience for the whole camp, e.g. a guest speaker

> Theme-related excursions

> Use of any relevant and available inspiring material, e.g. magazines, movies, books, pictures, music, posters, stories, websites

Staff and leaders should regularly evaluate the theme and educational progress of the participants and be prepared to plan appropriate activities if needed.

LEARNING BY DOING

'Learning by doing' is simply a way of saying learning from direct experience, rather than from reading books or listening to lectures. It is characteristic of all CISV programmes and you may hear this process referred to as 'experiential learning'.

Because we think that experiential learning is effective and fun, it is at the core of all our activities. We find it helpful to think of it as a four step process:

Step 1: <u>Do</u> a peace education activity

Step 2: <u>Reflect</u> on what ASK you have learned from this activity

Step 3: <u>Generalize</u> how this new learning can be applied to a new context

Step 4: <u>Apply</u> put your new ASK into action

Sometimes the 'apply' part of the process will take place within a CISV programme, which is great to see. However, sometimes the process takes longer or the right opportunity does not present itself until after the programme. This is how experiential learning helps participants to become active global citizens.

C USING EXPERIENTIAL LEARNING

Experiential learning is addressed through planning and running activities and in the whole structure of the programme. Participants hold camp meetings where they make decisions about their schedule, amount of free time, activities, etc. They also learn how their actions and decisions affect the camp development (positively or negatively). As they become aware of the consequences, the participants decide to modify their actions and decisions.

RUNNING SAFE AND HIGH-QUALITY EDUCATIONAL ACTIVITIES

When running activities in our programmes it is imperative that they are safe, sound and of high educational quality. This requires that they are well-planned, monitored and take into consideration special needs and readiness of the participants both individually and as group. It also means that we may have to adapt and change known activities so that they are suitable and relevant for each participant group. Therefore, we need to:

1. **Plan activities and take into account:**

   ✓ the age of the participants

   ✓ special needs of the group (including cultural differences, English language levels, comfort levels, and where the participants are in their learning journey)

   ✓ the educational purpose of the activity (Note that doing an activity because we have done it in the past or that is considered a "classic CISV-activity" is not an adequate reason on its own to do an activity)

   ✓ that is respects the dignity and human rights of all participants and adults concerned and does not discriminate or marginalize people due to their views, preferences or characteristics, or exerts unnecessary peer pressure

   ✓ that it avoids stereotyping and oversimplifications (including national cultures, gender character traits, generalized and assumed characteristics of specific people or groups)

   ✓ clearly communicated and understood rules and parameters (including activity area limits, activity duration, and variations to generally known activities). Not that some activities exist in many different countries and are done in different ways and with different rules.

   ✓ the specific skills, knowledge and experience required by the adults to run a specific activity

   ✓ the site and local environment (including the climate, the campsite area, public access, the ability to monitor, accessible areas, equipment)

   ✓ a risk assessment - avoiding unnecessary hazards (including tripping and slipping hazards, potential risks of falling on sharp objects and glass, dangerous equipment, proximity to bodies of water)

   ✓ it is followed by appropriate debriefing so that intended learning outcomes are understood by all participants

2. **Monitor activities and take into account that:**

   ✓ it has adults in charge and present at all times (including responsibility for headcounts)

   ✓ adults are allocated and aware of their specific responsibilities and are clear on what they need to do

3. **Explain emergency procedures so that participants and adults know who to approach and what to do if something in the activity goes wrong, and that participants must be able to opt out of activities that causes them distress or adverse reactions.**

HOW DO WE KNOW WE ARE GOOD AT WHAT WE ARE DOING?

As an Educational Organization it is Important that we have Ways to:

❯ monitor the quality of our programmes for all our participants

❯ improve what we do year by year

❯ share with each other what we do well

❯ show how well we are achieving our organizational purpose

Educational Evaluation Helps us to Do all of These.

This process starts at the beginning of a programme and is used all the way through until the end. It helps us to plan activities which support the theme, and also allows us to see how well each of our participants is developing their attitudes, skills and knowledge (ASK).

At the end of the programme we collect information from each CISV programme to build up a picture of how successful they are. The process also helps us to collect information on which themes have been used, so we can see the balance of educational content across all of our programmes.

We use the process to show us how well we are educating and inspiring for action towards a more just and peaceful world.

QUALITY STANDARDS

Four Educational Quality Standards, which Apply to All our Programmes.

1. Goals

All programmes have four educational goals, which are developed from our Mission Statement.

2. Principles

All programmes use our Mission Statement, educational principles and approach to achieve their goals.

3. Peace Education

All programmes use peace education to achieve their educational goals.

4. Evaluation

All programmes follow the CISV evaluation framework to plan, monitor and evaluate success.

WHAT IS EDUCATIONAL EVALUATION?

This is a process which you start at the beginning of a programme and use all the way through until the end. It helps you to plan activities that support the theme (**see CISV Passport**) and the achievement of your programme goals. Educational evaluation involves everyone in the programme.

Why we Evaluate our Education?

- **Educational Success**: So that CISV can assess the achievement of programme goals:
  - For each participant
  - For each camp/project
  - For each international programme
- **Programme planning and monitoring**: All of our programmes use the PDPEF to guide the process of educational evaluation. This process provides you with a way to plan activities that will help your participants to achieve the programme goals. It also helps you to make sure that your programme meets the needs of all your participants.
- **Recruitment and Retention**: CISV's past, present and future is related directly to the experiences that our participants share with their friends, neighbours and community. These "success stories" are a result of the educational experience our programmes provide. Educational evaluation provides our NAs and Chapters with a more valid and reliable record of our achievements, which can help us to recruit new members and retain existing members.
- **External Support and increased visibility**: CISV is an educational charity or not-for –profit organization, so profile-raising and fund development are ongoing activities for all of our NAs and Chapters. The systematic evaluation of our programmes can be used for marketing and fundraising purposes. For instance, many funders require us to provide evidence of past successes when we make funding applications. We are also often required to provide evidence of effective evaluation when we are reporting to funders. We can also use the results of our educational evaluation to celebrate our successes in our publications, websites and educational forums to raise the profile of CISV. Increased visibility and educational credibility help to support CISV's capacity-building and fundraising efforts.

Who Uses this Information?

- The Educational Programmes Committee and Training and Quality Assurance Committee: to measure the success of each programme in achieving its goals. This assessment will allow CISV to have a better understanding of **what we do well** and **where we can improve**.
- Educational Programmes Committee: to develop activities to assist each programme to achieve its goals more effectively and determine the training and support needs of NAs and Chapters. They also use the information to share best practices and inform programme development.
- National Associations: to evaluate the programmes that they have hosted and to know if their participants achieved the educational goals.

THE PDPEF (PROGRAMME DIRECTOR'S PLANNING AND EVALUATION FORM)

The **PDPEF** is a planning and evaluation tool to use throughout the programme. You should use it:

- In the planning stages to develop educational activities
- When the camp/project begins, to record important information about participants, staff and leaders
- During the programme to plan activities and record your participants' educational progress
- At the end to provide a final evaluation of the programme

Goals/Indicators/Evidence

Goals are what we want participants to learn or develop. Our goals are written as broad areas of learning and development. Some examples of programme goals are: to develop leadership skills; to empower participants to take initiative in their community; and to increase inter-cultural awareness.

Indicators are how participants will demonstrate what they are learning. We have indicators to help us see whether goals have been achieved. Each indicator is an attitude, skill or knowledge.

Evidence is what we ask you to collect to show that your participants have acquired the attitudes, skills and knowledge in your programme goals.

Collecting evidence throughout the programme enables you to monitor your participants' progress at regular intervals. It also provides you with the information you need to assist your activity planning, in line with the goals yet to be achieved.

In the PDPEF, you should identify exactly what evidence you have used to demonstrate the success of the goals. Those of you who are planning activities need to decide what evidence should be collected from each activity. When you are planning activities, you need to consider which goal/indicator you want to achieve. Remember that you can collect evidence at any time, not just during activities. Each type of evidence can be used more than once.

The chart below gives you some ideas of types of evidence. You can use any, all or none of the items. You can also use each item more than once or decide on a different type of evidence.

observation	self-evaluation	photograph
discussion	peer evaluation	presentation
diary	portfolio	performance
interview	something made	story
survey	checklist	picture
video	questionnaire	testimonial/letter
participation		

You may find the following Questions helpful when Choosing Evidence for an Activity:

> How easy will it be to collect?

> How much time will it take?

> How much will it cost?

> Will everyone be able to do it?

> How often will we need to do this?

> What resources will we need?

> How practical is it?

Two Forms are available to help you (and in some cases your participants) monitor the progress of achievement of educational goals. The Group Evaluation Form and the Individual Evaluation Form.

The Group Evaluation Form is only for staff, leader and adult participants use. You should use this form to record each participant's progress with the educational goals throughout your programme. You should transfer the data you have collected in the Group Evaluation Form into the online PDPEF.

The Group Evaluation Form can be made available for all adults to see and update throughout the programme, using information from staff or delegation meetings and the Individual Evaluation Form (see below). You do not need to record the names of your participants on the Group Evaluation Form, only their country and gender. Place a tick in the appropriate box when a participant has achieved a goal.

Individual Evaluation Form

You can use Individual Evaluation Forms to monitor individual participant's progress. They can be filled in by leaders, staff, or participants. For younger participants, (or example, in a Village) leaders are responsible for filling in the Individual Evaluation Form. However, older participants (for example in a Step Up, Youth Meeting, Seminar Camp, Mosaic, or IPP) may wish to use the Individual Evaluation Form as a self- evaluation tool. Please refer to your Programme Guide for advice on this. You can use the information from the Individual Evaluation Forms throughout the programme to update the Group Evaluation Form. The Individual Evaluation Form is not used in Interchange.

Note: Individual Evaluation Forms are for your use within the programme only and should **not** be sent to the International Office.

Online PDPEF Guidance for Programme Directors

As Programme Director, you are responsible for making sure the final chart is filled in online at the end of the programme. Place a tick in the appropriate box if the indicators have been achieved to a level with which you are satisfied. An empty box means 'not achieved'. If you are unsure if the indicator has been achieved, leave the box empty and this will be counted as 'not achieved'. In Interchange, the Local Interchange Coordinator (LIC) completes the PDPEF.

Activity Writing Template

There is an **Activity Writing Template** on **www.cisv.org** for each CISV International programme, which contains the programme goals and indicators. When planning activities, this template should be used to identify what evidence will be collected during the activity, to show what attitudes, skills and knowledge participants will learn and develop.

It is hoped that all participants will achieve all of the programme goals. However, if they do not, it is important to know where the gaps are. This allows the Educational Programmes Committee to see how future programmes can be best supported. The information you provide will help with training development, activity planning, programme structure and goal review. We thank you for your honesty when making these judgements.

IDEAS FOR INTEGRATING EVALUATION INTO THE PROGRAMME

The Big PDPEF

Draw a large version of the **Group Evaluation Form** for the wall in the staff room, and fill it in throughout the programme. Your staff/leader meetings are regular opportunities to share information and to update the **Group Evaluation Form.** You can use this to monitor the progress of the group as a whole and to discuss and plan the type of activities needed to achieve the remaining programme goals.

Delegation Time

The **Individual Evaluation Form** can be used during delegation time to allow participants to discuss and share their learning experiences. It can also be used by older participants (14 years plus) for self-evaluation and reflection. Participants can provide staff/leaders with feedback about the quality of the activities and evaluate their own learning, participation and contributions.

Idea-Sharing

When participants are designing and leading activities (Youth Meetings, Seminar Camp, IPPs, Interchange and Step Up) the goals and indicators provide valuable guidance for the design of activities. They should be used as a framework to create activities that are not only fun, but educational. Have an idea-sharing session early in the programme to familiarise your participants with the goals and indicators and to explore which activities they could facilitate that will achieve the goals.

To Access the PDPEF

For technical information, **see PDPEF Quick Notes** on **www.cisv.org.**

BUILDING EDUCATIONAL EVALUATION INTO THE PROGRAMME

Educational evaluation is built into training so that staff, leaders and youth understand the purpose and processes behind it. Some areas of evaluation should be:

> Accomplishment of goals and indicators

> Accomplishment of specific goals related to the theme

> Camp structure and organization

> Site and facilities

> Accomplishment of staff/participant/group expectations

> Group feeling among all participants

> Specific camp activities and their relationship with the theme

Evaluation should be an ongoing process and can be used to inform programme planning as the programme develops. Participants need to have the opportunity to reflect and comment on what has been achieved and what remains to be done. Evaluation may be a sensitive issue because of the subjective nature and sensitivity of some of the topics covered. Having pre-determined criteria for evaluation helps the participants to be prepared for the process.

The goals and indicators are used to evaluate ASK development for each participant throughout the whole programme. Staff, leaders and participants are encouraged to brainstorm the kinds of evidence that might indicate achievement of ASK. These should be discussed by leaders and staff during the training days at the beginning and agreed upon by the participants during the first meeting. At the end of the programme the Director is responsible for recording participants' achievements on the PDPEF for submission to CISV International.

Check-points which should involve all participants are the mid-way evaluation and the final evaluation.

Using the Results of Educational Evaluation

Data noted on the PDPEF can be used to demonstrate achievement of programme goals. It can also reveal any areas that may need further special attention in order for participants to reach certain programme goals. Results from the data entered on the PDPEF are used for global programme evaluation, training and development purposes.

Actions Inspired by Programme Participation

Participants are expected to take a more active role within their Chapter and Junior Branch, to encourage others to be involved in the organization and share their new gained ASKs. Their enthusiasm for their experience may help to recruit future participants. They may also show evidence of what they have learned in CISV by making changes in their daily living practices or through participation in LMOs.

RESEARCH

To learn more about the role and purpose of research in CISV, and to be inspired by recent research results, see **Research**.

If programme staff become aware of any research project taking place during their programme, they must mention this in the Pre-Camp and send a copy to research.proposal@cisv.org to ensure the research project follows the official approval process and that all relevant persons are informed appropriately.

FITTING IT ALL TOGETHER

MEETING CISV'S EDUCATIONAL AND TRAINING QUALITY STANDARDS IN THE PROGRAMME

The Regional Delivery Teams for Educational Programmes work around the year to be available for Chapters/NAs and offer advice if questions arise. They also provide training through Regional Training Forums and visits to first-time programme hosts where needed.

The Educational Programmes Committee is responsible for input to the Board on policy, standards, strategic development and monitoring, focusing on ensuring quality and growth of CISV's educational programmes through training and programme hosting support across all Regions.