

## I. Introduction

The current guide is the fruitful result of the analysis of needs, opportunities and risks that a community may have, regarding the development and implementation of EVS projects.

The analysis was conducted as a part of the ACT NOW project (Active Citizenship Through New Opportunities Worldwide, co-financed by the European Commission - Executive Agency for Education, Audiovisual and Culture, through Youth in Action Programme, Action 3.2 Youth in the World: Cooperation with countries other than the neighbouring countries of the European Union, Call for Proposals EACEA/11/10) within the job shadowing activity, and it comprised the analysis of several communities, involving: the work of 2 youth workers from Romania and Sweden, the analysis of 4 rural communities and 3 urban communities, the collaboration of 9 partner organizations, local stakeholders and government stakeholders – Ministry of Higher Education and Ministry of Youth.

The job shadowing activity, in the current context, looked at exposing the youth workers to the reality of several types of socio-cultural contexts where EVS projects can be implemented, to reveal the specificities of EVS project management in general and EVS project management in specific social contexts.

The specific feature of the current job shadowing activity is that it required consistent and direct contribution of the youth workers in their learning process, focusing on the practical learning and exercise through research, community discovery, data collection, direct interaction with key actors in EVS, evaluation and reporting.

The job shadowing activity had multiple objectives: to give the opportunity for the job shadowers to exchange experience and expertise in implementing youth projects in general, EVS projects in particular; to improve the skills related to EVS projects implementation; to enhance their experience in order to be able to identify the specific needs, opportunities and risks within a community or organization regarding EVS projects; to learn how to evaluate their own organizations and communities' capacity for implementing EVS.

The needs and opportunities analysis and risks assessment of the communities in the realm of EVS, was conducted according to the methodology exposed in the "Kit on Needs Analysis and Risk Assessment in EVS", developed by experts as part of the ACT NOW project. That is supposed to be a tool for the country managers in order to conduct in country trainings but also to stand as a tool for other organizations keen on quality and sustainability in EVS projects. The kit explains how to do this analysis and by what instruments, all theory and methodology being applied to EVS features and oriented to facilitate in-depth knowledge of the context and environment within which EVS projects may be implemented so that they can produce maximum impact and efficient use of resources.

The role of this guide is to offer to youth and organizations interested in taking part in and implementing EVS projects, a clear image of the different types of needs, risks and opportunities in relation to the implementation of EVS projects, that can be identified in communities more or less experienced in working in the field of community youth development.

The data comprised within this report was collected by experienced youth workers, by direct contact with representatives of NGO's and local volunteers, by direct observation of activities developed within a series of projects implemented in Cameroon and by taking direct contact with the people and the culture of the country. The results of this guide form the analysis of the reality, intercultural dialogue and informational exchange generated around EVS projects, with the particularity of having a multicultural perspective and a diversified professional experience.

Special thanks to authors for their effort and dedication to the work accomplished: field work through data collection, documentation, conducting interviews, organizing events, team work, data analysis and much more.

Job shadowing period: 20th of May– 20th of June 2011.

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## II. Cameroon

### Location&Geography:

The country is called “Africa in miniature” for its geological and cultural diversity. Natural features include beaches, deserts, mountains, rainforests, and savannas.

Compared to other African countries, Cameroon enjoys relatively high political and social stability. This has allowed the development of agriculture, roads, railways, and large petroleum and timber industries. Nevertheless, large numbers of Cameroonians live in poverty as subsistence farmers.

It is bordered by Nigeria to the west; Chad to the northeast; the Central African Republic to the east; and Equatorial Guinea, Gabon, and the Republic of Congo to the south. Cameroon's coastline lies on the Bight of Bonny, part of the Gulf of Guinea and the Atlantic Ocean. The highest point is Mount Cameroon in the southwest, and the largest cities are Douala, Yaoundé, and Garoua.

**Capital City:** Yaoundé

**Area:** 475,442 km<sup>2</sup>

**Languages:** French and English

**Population:** 19,100,000

**Currency:** Central African CFA franc (XAF)

**Time Zone:** WAT (UTC+1)

**Dialing code:** +237

**Government:** Republic

Traditional dishes: Cuisine varies by region, but a large, one-course, evening meal is common throughout the country. A typical dish is based on cocoyams, maize, cassava (manioc), millet, plantains, potatoes, rice, or yams, often pounded into dough-like fufu (cous-cous). This is served with a sauce, soup, or stew made from greens, groundnuts, palm oil, or other ingredients. Meat



and fish are popular but expensive additions. Dishes are often quite hot, spiced with salt, red pepper. Water, palm wine, and millet beer are the traditional mealtime drinks, although beer, soda, and wine have gained popularity. Silverware is common, but food is traditionally manipulated with the right hand. Breakfast consists of leftovers of bread and fruit with coffee or tea, generally breakfast is made from wheat flour various different foods such as puff-puff (doughnuts), accra banana made from bananas and flour, bean cakes and many more. Snacks are popular, especially in larger towns where they may be bought from street vendors.

## History

Early inhabitants of the territory included the Sao civilisation around Lake Chad and the Baka hunter-gatherers in the south-eastern rainforest. Portuguese explorers reached the coast in the 15th century and named the area Rio dos Camarões (“River of Prawns”), the name from which Cameroon derives. Fulani soldiers founded the Adamawa Emirate in the north in the 19th century, and various ethnic groups of the west and northwest established powerful chiefdoms and fondoms. Cameroon became a German colony in 1884.

After World War I, the territory was divided between France and Britain as League of Nations mandates. The Union des Populations du Cameroun political party advocated independence but was outlawed by France in the 1950s. It waged war on French and UPC militant forces until 1971. In 1960, the French administered part of Cameroon became independent as the Republic of Cameroun under President Ahmadou Ahidjo. The southern part of British Cameroons merged with it in 1961 to form the Federal Republic of Cameroon. The country was renamed the United Republic of Cameroon in 1972 and the Republic of Cameroon in 1984.

Power lies firmly in the hands of the authoritarian president since 1982, Paul Biya, and his Cameroon People’s Democratic Movement party. The English speaking territories of Cameroon have grown increasingly alienated from the government, and politicians from those regions have called for greater decentralization and even the secession (for example: the Southern Cameroons National Council) of the former British-governed territories.





### III. Communities studied

Yaoundé is the capital of Cameroon and the administrative centre of the Central Southern Province. Yaoundé is one of the most calm capitals on the African continent. The city is almost entirely located along the main street, Kennedy Avenue, and the neighbouring hills. Today numbering about one and a half million inhabitants is the capital city of the region. The Centre, South, and East provinces are characterized by dense tropical rain forest.

Douala is the largest city in Cameroon -with slightly over two million inhabitants- and the capital of Cameroon's Littoral Province. Home to Cameroon's largest port and its major international airport, Douala Airport, it is the commercial capital of the country. Consequently, it handles most of the country's major exports, such as oil, cocoa and coffee, timber, metals and fruits. The city is located on the banks of the Wouri River, the two sides linked by Bonaberi Bridge

The Bamenda, Bamiléké, and Mambilla highlands - These locations belong to the west and south west regions. This area of tropical forest has been categorized by the World Wildlife Fund as the Cameroonian Highlands forests eco-region with Mount Cameroon considered separately because as an active volcano it has a distinct environment from the other mountains.

Adamoua, North, and Extreme North are three provinces from the Northern area. Stretching across Cameroon from the western mountain area, the Adamaoua forms a barrier between the north and south.

Community Zamengoué is a small community of about 2000 inhabitants. It is located in Lékié central region. From the capital Yaoundé to Zamengoué, you have to travel 15km and 10 km to the centre of Okola. It has some administrative infrastructures such as school, kindergarten and primary school.



## Volunteer Work

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- **Intercultural communication and multi-linguism**

Volunteering abroad means also intercultural learning through intercultural communication and multi-linguism. European volunteers will have the chance to live and work in a very different environment with a different culture, stereotypes, mentalities, beliefs, historic backgrounds, etc. African countries are renowned for their rich traditions and habits and Cameroon is no exception. Within Cameroon are spoken more than 200 dialects and each region of the country is dominated by a certain tribe and its particular rules, habits and traditions.



Cameroonians are open to share their traditions and culture but the volunteers will be prepared at the beginning of their stages, to know their particular customs and community standards,

prohibited to foreigners.

The European volunteers may run a higher risk of facing a cultural shock in their interaction with such a different and traditional cultural environment.

Other issues like integration, building bridges between people, cultures and religions through intercultural events like festivals, intercultural evenings, discussions on topics related to the diversity of cultures, to promote integration and the fight against tribalism and conflicts are needed especially in Cameroun.

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- **Information and awareness campaigns**

An important part of the existent NGO's activity are the setup of information and awareness campaigns. A significant number of youngsters do not have access to a minimum of information to improve the educational level, the health habits, environment protection, sexual education, efficient use of their local resources, etc. Most rural communities are isolated, with very limited possibilities to interact with foreigners or with different cultures. The number of teachers in the rural areas is often lower than the number of children who attend school and technical facilities are often missing so they do not have access to other modern sources of information such as internet.

There is a real need to make information accessible to youngsters through various

methods and to sensitize local authorities towards community needs. In the community Ngoya, the director of the school has revealed that the school has been built entirely by donation from a foreigner since years ago and since then, the local authorities haven't allocated any funds to the school.

Information campaigns may cover a wide range of topics related to current educational needs:

- organise conferences and seminars regarding youth issues like employment opportunities, education opportunities
- promote environment protection – Cameroon forests are one of its most important natural resources
- promote European Voluntary Service among youngsters from Cameroonian communities as a tool to stimulate and develop active involvement in local governance, entrepreneurship, initiative, etc
- campaigns on themes such as : discrimination, gender equality, sexual education especially for young girls in rural communities, etc.

Volunteers can create and design campaigns, or information caravan through which they can:

- inform the youngsters and to raise the awareness on the benefits that volunteering brings at personal and professional level
- organize campaigns, seminars, debates on a diverse range of subjects concerning the youngsters like environment, human rights, labor market, health, antidiscrimination, free time and leisure, etc.

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### • **School tutoring and extracurricular activities**

One of the specific needs identified was the human resource to ensure training of youngsters and educational activities for a better use of their free time and to complement their educational needs. Most schools, especially in the rural areas need more personnel to ensure the educational needs of all children who attend classes. Moreover schools do not have proper infrastructure for developing classes so the extracurricular activities are often left aside.

The extracurricular activities may be developed in relation to the local habits and culture so that youngsters may become aware of the cultural diversity and their cultural identity but they may also cover a



wider range of activities such as language classes, workshops on environment, sports, art & culture, health education, human rights, democracy and development of social projects.

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- **Fundraising**

Although there is a significant number of active existent NGO's and youngsters engaged in NGO work there is a lack of expertise in terms of setting up fundraising campaigns. Lots of NGO's, although active, lack financial resources to sustain properly their activity. African NGO's can be beneficiaries of a series of European programmes especially set up for these regions.

Volunteers can practice their skills as fundraisers to sustain an already existing project, or to initiate sponsorship campaigning for a various range of issues, from social to environment. Fundraising is fun, challenging, rewarding and a great opportunity to meet lots of new people. There is a whole range of activities that volunteers can put in practice to raise money for different causes, or to collaborate in institutional presentations and fundraising activities to obtain external support for the projects in which the volunteer works.

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- **Social inclusion**

Social inclusion offers a wide range of possibilities for volunteers to apply their ideas of projects. Due to the profile of the communities in Cameroon, there is a great opportunity for developing projects regarding ethnic minorities, anti-discrimination, insertion on the labour market, juvenile delinquency.

There has been identified an NGO's working for the social inclusion of certain categories of disadvantaged people in Cameroon, and willing to host EVS volunteers to contribute positively to their work. „Fondacion de la Grace” offers social assistance to vulnerable persons (disabled children, the elderly and orphans); it ensures training of these disadvantaged categories of people; it promotes the socio-professional integration of disabled and young mothers; it provides psychosocial assistance for victims of chronic diseases and HIV / AIDS; it organizes awareness campaigns and rehabilitation of families of vulnerable children.

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- **Organizational development**

The community needs analysis and risk assessment has revealed the existence of numerous NGO's that are trying to engage youngsters and not only, in activities to improve their social conditions and to complement the services offered by the state. Most of these organizations have a real need of human resources and in particular of innovative working methods and exchange of expertise in terms of project management, community participative approach, community action plan, etc.

Club des Jeunes et Amis du Tourisme et de l' Environnement (CJATE) is one of the organizations studied. The organization has been set up in 2003 by students from the





University of Yaounde, with the purpose of contributing to the promotion of sustainable management of environment. The organization activates in the community Nkolandum, south from Yaounde, which they consider proper for hosting the volunteers and for valuing their contribution. The community is small but youngsters form the majority of the population. The organization representatives have identified as opportunities for

intervention of EVS projects in the following activities: animation of tourism clubs in the school, the creation of new clubs on touristic themes; promotion of local tourism and environment management; assisting young farmers in their daily activities; providing trainings and workshops on different themes to the youngsters of the community. EVS volunteers will work under the guidance and having the support of CJATE.

The difficulties that volunteers may encounter in this community and that could affect their activity to a certain extent are the following: sudden power cuts; difficult access to drinking water; a limited internet network and uncomfortable means of transportation; climate change; dust during the dry season and mud during rain; adaptation to the customs of the community.

Fondation de la Grâce is an association that works for providing social assistance to vulnerable persons (disabled children, the elderly and orphans, etc). The organization has identified as needs and at the same time as opportunities of contribution of EVS projects, the following: field work to raise awareness and educate families of unwanted children; psychosocial support of young mothers, orphans elderly for better social integration; conducting social surveys to better understand the problems of the vulnerable social categories and propose solutions according to findings; contributing to developing action strategies of the association; helping organizations to raise funds to support trainings and construction of a training center for mothers and young girls and other vulnerable social categories.

The difficulties and risks mentioned by the representatives of Fondation de la Grâce: the lack of financial resources to carry out certain projects; the challenge of social life under the poverty that plagues most of the population.

Association pour la Défense des Droits des Etudiants du Cameroun (ADDEC) fights for students' rights, promotes social change within Cameroon state, promotes democratic values and the leadership role of youngsters within society. The organizations' representative has talked about the contribution that EVS volunteers could bring to the organizations'

- Support for the organization of seminars;
- Mobilization of students
- Contribute to awareness and advocacy for students issues;
- Share the experience of countries in promoting and defending the rights of students

Association des Elèves et Etudiants Batcham de Yaoundé ASEBY (Association of Batcham pupils and students from Yaounde). The organization activates in Batcham community and works for teaching Batcham languages to young students and members of the community and to facilitate and provide tutoring to students. The activities where the volunteers can contribute with the support of the organization are the following: create a media centre in the village; develop agro-pastoral training centres for youth in the village; organize cultural and social ceremonies; organize awareness campaigns for the population traditional uncomfortable practices.

The difficulties listed by the organization concerning the support and collaboration with the volunteers, are the following: the language barrier; the lack of infrastructure – the organization doesn't have an office; lack of means to accommodate the volunteer.

The financial resources, infrastructure and accommodation can be provided by Association Jeunesse Verte du Cameroun within a partnership frame.

Conseil National de la Jeunesse du Cameroun (CNJC) – The National Council of Cameroonian Youth, has been set up in 2008 and it has offices in all the 10 regions of the country and a permanent secretariat of the national headquarter. The Council has all necessary resources to host EVS volunteers and it considers appropriate their involvement for the following coordinates which are part of their general work: help mobilize



people; expertise and experience exchange.

The volunteers will have, obviously, an impact on the organization in which they will be working. They can choose to focus their work on organizational development by supporting the staffers in their initiatives and developing strategies together with them; putting in place youth clubs, youth associations, youth enterprises, working with the network of focal points on youth activities; help in the creation of a database of the categories of organizations for youth, their main activities, and the needs they have to better manage their activities. They can also researches on community development in general and community youth development in particular, or setup partnerships collaboration relationships between the local social actors.

Le Club des Amis de la Nature (CAN) has existed for years and at the moment it counts more than 50 associate members from different sectors and faculties of the University of Yaounde. The organization works for the promotion of environment protection among students and promotion of students' involvement in activities related to environment protection. The organization is interested in working with volunteers who have experience in the environmental field, and who are interested in participating in club activities such as

- Creation and maintenance of green spaces within the university campus,
- Contribute to strengthening the capacity of club members in promoting and environmental protection;
- Participate in awareness campaigns

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- **Care giving**

There are organizations that provide care giving services for different categories of disadvantaged people: elders, orphans, disabled, chronically ill people, young mothers with low educational level, etc. The lack of human resources in this field of care giving is a common situation in many parts of the country. Care giving to orphans, elderly, disabled, requires a lot of physical and emotional effort and those who would require permanent placement in institutions or health care facilities are at great cost to society. Care giving is an area that needs voluntary work. Volunteers can work in a centre that provides this kind of services or they can help families and NGO's who have such people in care.

Companionship, entertainment, clothing, feeding orphans, elderly or disabled are part of the voluntary work as care givers. It is a work that can bring a lot of satisfaction both to those in needs and to the volunteers by creating strong emotional relationships, attachment, and the opportunity to receive and offer concrete help.

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- **Environmental activities**

The environmental issue is very important in Cameroon. Forests are one of the most important resources of the country, generating income, being an attraction to tourists and hosting tribes. Projects for recycling and selective collection, as well as environmen-

tal education or awareness campaigns are needed.

The host organisation will support the EVS volunteers in all their activities, in putting into practice their own ideas.

## Cultural & free time

All of the country rich tradition will be a learning experience for all of the volunteers, the culture, the language and the living in the community.

The Waza National Park, located in the far north of Cameroon, is of great interest to those who are interested in African flora and fauna. Regarding the specificity of the Adamawa Province, written and oral accounts both testify that it is considered as the point of convergence, encounter and dispersal of the major Bantu and Sudano-Sahelian cultural traditions. Lastly, regarding the major towns and cities of the “Great North”, each of them organises a grand annual festival, especially during the touristic season which runs from November to May. Such festivals provide a suitable occasion for extensive, cultural

and artistic displays, punctuated by a thousand and one very colourful and diversified attractions.

Foumban is a city in the central part of Cameroon, one of the best recreation centers in the country and an important center of traditional arts.

Bafoussam is the capital of the West Province of Cameroon, in the Bamboutos Mountains. And the city is the region's center of trade. People are farmers who grow coffee, tobacco and tea. The city has also a coffee processing facility and brewery. It is the main city of the Bamiléké people and is the home of a chief's palace. has two main markets (Marché A and Marché B), several internet cafes, restaurants and supermarkets and a movie theater. Most of Bafoussam nightlife centers on the area called Akwa (so-named in the honor of the neighborhood in Douala). Akwa features several bars, stores, and a live music venue, along with customary vendors of soya (grilled meat brochettes), poisson braisé (grilled



fish) and other foods.

The Batcham - Bamenda area has big deposits of volcanic salts with a unique compo-



sition containing virtually every known trace element and in the future it may become one of the best spa resorts in Africa. There is also the big mount Bamboutos and large falls and sacred forest.

Yaoundé has become famous for its numerous cultural events and festivals, particularly, its “months” devoted to Dance, Drama, Music, Jazz, Choral Music, Fashion, Painting, Book promotion etc. Publishing houses, libraries, bookshops and art galleries. On the book shelves, the literary works of “elders” like Ferdinand Leopold Oyono, Rene Philombe, Francis Bebey are displayed alongside those of post independence writers. The Center and South are culturally dominated by the Beti peoples, which include the Ewondo, Eton, and Bulu, and are linguistically and culturally related to the Fang of Gabon. They are patrilineal, grow root crops and peanuts for their own consumption, and grow cocoa as a cash crop. The Ewondo were early converts to Catholicism. The current president is Bulu, and many prominent authors are Beti. Peoples in the East include the Maka and Gbaya, both with relatively egalitarian forms of social organization.

The region covering Cameroon’s Centre, South and East provinces belongs to the Bantu cultural sphere. The group that stands out by virtue of their numerical strength is the Beti-Fang whose traditions abound with mythical narrative stories of their past migrations, tales, legends, epics and song-fables, which are performed within a frame of highly emotional epic music of high artistic standard.

## Learning activities

The EVS programs’ structure include: full-time in-country coordinator; intensive in-country orientation including language training; board and lodging with host families/apartments which will contribute more to an authentic and intense learning process.



The international language of football goes a long way in breaking down barriers, be them cultural or language. Either way, volunteers will find that teaching basic sports, democracy, leavings skills to the children is a great way to work with young people, stay fit and discover the beautiful country of Cameroon. Volunteers will use sports as the vehicle to teach important life skills to kids in orphanages, organizations, and schools while also seeing and experiencing the culture, wildlife and countryside.

Expect to assist with the caring of the horses and animals and become ‘bush wise’ learning African wildlife. The surrounding reserves are host to the lions, elephants, rhinos, buffalos and monkeys .

Experience and become involved in conservation, community life, and ecology projects. Teaching orphans, tracking wildlife and helping on safari is just the tip of the iceberg.

The volunteers will build the development plan together with the management team, the mentor and the monitor.

The volunteers will have the opportunity to meet new people from the community and become part of the local projects of the school and local organizations. They can see how the institutions work and also help or create new projects.

## Accommodation & food

The volunteers can be hosted either in hosting families, either in rented apartments, in hostels near their field work and also with host families in the region. The accommodation option will depend on the region and the availability of accom-



modation facilities. For the food, the organization will make some provision with the volunteer or the hosting family. Each month, the volunteers will receive monthly allowances, and the organization will provide the food either to the volunteer or the host family depending on the place where he/she will be hosted. The volunteer will also receive support for his transportation.

## Organizations

Association Jeunesse Verte du Cameroun was legalized on 17 August 2000, this on the basis of 4 years of activities representing their founding members. In 1999, the founding members of the Association and its partners have initiated, coordinated and directed the first National Youth Forum on the Environment. A resolution was adopted by the participants for the establishment of a platform. On this basis, the AJVC decided to implement this resolution by the establishing the national network of young environmental actors (RNJAE) in Cameroon, which was conducted in collaboration with MINEF, GTZ and YAC Advisor.

In November 2000, Association Jeunesse Verte du Cameroon was formally established with an office that would coordinate the programs J & E. More than 300 groups of young actors and volunteers have joined the major provinces and adhere to the cause defended by the AJVC their way. 1999 - 2008: AJVC in some actions and activities carried out a headlight. December 1999: First National Youth Forum on environment.

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# FAQ - Frequently asked questions on the European Voluntary Service

## **1. What is the European Voluntary Service (EVS)?**

EVS is a partnership project between two or more organisations allowing young people to do a voluntary service in another country.

The aim is to develop solidarity and promote tolerance, mutual understanding and active citizenship (particularly European citizenship).

A strong focus on training and personal and task-related support helps young people develop skills and competences which will be useful in their future employment or education.

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## **2. How can I apply to become an EVS volunteer?**

An EVS project is a partnership between two or more promoters (organisations). These promoters are responsible for recruiting volunteers for their project. If you want to be an EVS volunteer you have two options:

a) Contact an organisation that is recruiting volunteers for a granted project

OR

b) Contact an organisation to discuss starting a project

You can contact organizations accredited in working with EVS by following: [www.yesforevs.eu](http://www.yesforevs.eu), [www.clickonevs.eu](http://www.clickonevs.eu), [www.ardr.ro](http://www.ardr.ro).

A volunteer participates in EVS through a Sending Organisation in the country where he/she is legally resident and a Host Organisation which receives and hosts the volunteer during the Service period.

In order to get in contact with an organisation you may consult the database of accredited organisations (<http://ec.europa.eu/youth/evs/aod/>).

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## **3. What are the criteria for becoming a volunteer?**

Age: volunteers must be 18 - 30 years old on the application deadline (young people with fewer opportunities can participate from age of 16).

Home country: volunteers must be legally resident in the country of the Sending Organisation.

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## **4. Do volunteers have to pay anything?**

EVS is free for volunteers, and you receive free accommodation and food, insurance and pocket money. The only thing you have to pay is a small part (maximum 10%) of your travel costs.



### **5. How long does an EVS project last?**

- Service period abroad: 2-12 months (or a minimum of 2 weeks for young people with fewer opportunities and groups of 10 or more volunteers)

- Total duration of the project, including preparation and follow-up: max. 24 months

### **6. What type of work do volunteers do?**

There are many possible fields, e.g. culture, youth, sports, children, cultural heritage, arts, animal welfare, environment and development cooperation.

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### **7. What countries can volunteers go to?**

Eligible countries are listed on page 17-18 of the Programme Guide.

Volunteering can take place in any 'Programme Country', 'Neighbouring Partner Country' or 'Other Partner Country of the World', but volunteers from Partner Countries must carry out their Service in a Programme Country.

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### **8. What restrictions are there on the voluntary Service?**

The Service must:

- take place in a country other than volunteer's country of residence
  - be unpaid and non-profit making
  - last between 2 and 12 months (except for young people with fewer opportunities and large groups - see Question 5)
    - represent a clear European or international added value
    - benefit the community
    - not involve job substitution
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### **9. Can young people with fewer opportunities participate in EVS?**

Yes - EVS is open for all young people, whatever their background and no prior knowledge should be required.

Special efforts are made to help young people with fewer opportunities, including those with disabilities, to participate.

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### **10. What do volunteers learn through EVS?**

Volunteers acquire and improve skills related to their personal, educational and professional development, e.g. through:

- personal support (from a mentor)
- task-related support (from a supervisor)
- language training

There are also common trainings for all volunteers (normally organised by the National Agency or SALTO) covering issues such as:

- basics of social engagement and voluntary work
- conflict resolution
- group dynamics
- intercultural learning
- values of EVS

The learning in EVS is referred to as “non-formal learning”. This is learning which, although being carefully planned, is voluntary and takes place outside the formal education system through active participation.

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### **11. Do volunteers get a certificate after the project?**

Volunteers have the right to receive a Youthpass after completing their Service. The EU uses the Youthpass to ensure voluntary activity is recognised as an educational experience and a period of non-formal learning. An achievement report is filled in jointly by the volunteer and the Host or Coordinating Organisation and given to the volunteer.

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### **12. I still have a question - where can I get help?**

There is more information in the Programme Guide.

Do not hesitate to contact at any stage the various groups that are here to give you help, training and advice - your National Agency (or the Executive Agency, if your country does not have one), the Eurodesk network and SALTO Youth Resource Centres.

Also, feel free to contact any of the organisations mentioned in the present guide.

They can provide information or advice on things such as how to develop your project ideas, find a partner organisation or fill in your application form. They are available to help you before and after your project is set up.



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