



of European
Voluntary Service
Organisations

Extract from the **Alliance Guidebook** for Technical Meeting 2019

Dear Members, Partners and Guests of the Alliance Technical Meeting,

Before the new workcamp season starts we would like to remind you of some basic rules and procedures that we should try our best to keep and follow for quality cooperation within our network.

*In the lines below you will find constitutional document we are all obliged to follow - **Alliance Quality Charter**.*

*You can remind yourself **how to structure the documents and workcamp program** before coming to the TM and don't forget to check the **Step by step season guide** that covers most of the topics relevant for the exchange of volunteers and running projects. In case you have any doubts or questions during the workcamp season, you can apply for our unique support system – The **Alliance Support System**. For more questions, contact us at: sdwg.coord@alliance-network.eu*

If we all pay attention to these simple rules (that we all created together) we will ease each other's daily work and we will all enjoy the season even in its highest peak...

Have a nice season.

Yours,

The Staff Development Working Group

Alliance Quality Charter

The Alliance Quality Charter has been produced as a target to which all organisations working in the field of international voluntary service should aim. This Quality Charter sets the standards of our work together, thus enriching the experiences for all those involved: the volunteers, the hosting communities and the hosting and sending organisations. This document should be a standard benchmark by which organisations can evaluate their work together and therefore strengthen their partnerships.

For Alliance members, partners and guests those standards are binding. Priority should be given to the cooperation among members, partners and guests of the Alliance.

1. Volunteers' Rights & Responsibilities

1.1 Rights:

1.1.1 All volunteers should be informed of: their rights and responsibilities as volunteers; requirements and conditions of their projects; details of the hosting organisations and background to the workcamp movement in general.

1.1.2 Volunteers should be informed of any language requirements, work responsibilities, the number of working hours, type of accommodation and general conditions of the project.

1.1.3 Volunteers should be informed about any significant changes to the project as soon as possible.

1.1.4 Volunteers must be provided with: accommodation (including washing facilities and toilets), and adequate food or budget for it, according to local standards. The group will not be expected to pay any additional fee, which was not included in the project description, for their own food/accommodation whilst on a workcamp.

1.1.5 Volunteers must receive all necessary health and safety instructions regarding the work, accommodation, free time activities and transport (if necessary for the project) and be provided with the necessary safety equipment to carry out the work. A first aid kit should be available in the workcamp.

1.1.6 Volunteers have the right to adequate supervision during their project.

1.1.7 Emergency procedures concerning accidents, during or outside the working time, must be explained to volunteers.

1.1.8 Volunteers should have opportunities to express their opinions/concerns on the progress of a workcamp to a responsible person and where possible be included in the decision process.

1.1.9 Volunteers must not replace paid labour or volunteer on a for profit project.

1.1.10 Volunteers have the right to know how their fees that they give to either/both sending or hosting organisations are used.

1.1.11 Volunteers have the right to extra support to facilitate their inclusion on a project, providing this is agreed beforehand with the host.

1.2 Responsibilities:

1.2.1 Volunteers must accept and abide by the rules and conditions of the hosting organisation.

1.2.2 Volunteers should inform themselves of the voluntary movement, the workcamp philosophy and be motivated to take part on the project.

1.2.3 Volunteers must prepare themselves for the project by reading any information given to them by the sending/hosting organisations.

1.2.4 Volunteers are responsible for arranging and funding their travel (unless they are going on a supported programme), for seeking professional advice on current medical precautions and arranging their visas with the help of their sending organisation.

1.2.5 If the volunteers cancel their place on a project they must inform the sending organisations as soon as possible.

1.2.6 Volunteers are responsible for obtaining adequate insurance, especially when it is not provided by the hosting/sending organisation.

1.2.7 Volunteers should arrive on time and participate for the entire duration of a project.

1.2.8 Volunteers must send any information that has previously been requested to the hosting organisations (e.g. confirmation slips, travel details etc.) and if these change they must inform the host as soon as possible.

1.2.9 Volunteers should be flexible and understand that details of the projects can change at the last minute.

1.2.10 Volunteers must be active participants and support good group dynamics as this is a key to a successful project.

1.2.11 Volunteers are responsible, as a group, for organising their free time activities along with the support of the leader.

1.2.12 Volunteers must obey the laws of the hosting country. They are also responsible for their own behaviour on the project and they should respect the culture and traditions of the local host.

1.2.13 Volunteers must not engage in violent or discriminatory behaviour (e.g. racism, sexism and homophobic behaviour).

1.2.14 Volunteers must inform their sending organisation of any relevant health issues that they might have before they go on a project. This is only applicable if the health issue poses a risk to the volunteer or to other people. This information will be treated in the strictest of confidence.

1.2.15 Volunteers are responsible for providing feedback on their experience to their host and sending organisations.

2. Hosting Organisation's Rights & Responsibilities

2.1 Rights:

2.1.1 Any volunteer not abiding by the agreed rules of the workcamp can be expelled from the workcamp.

2.2 Responsibilities:

2.2.1 Each host organisation must implement and respect the rights of the volunteers (see section 1.1).

2.2.2 It is the responsibility of the hosting organisation to ensure that the host community understands the international and social aspects of a workcamp and is motivated to achieving these in addition to the project work.

2.2.3 Hosting organisations should only accept volunteers from a sending IVS organisation, unless there is no IVS organisation in a particular country and a volunteer applies directly.

2.2.4 If a volunteer is refused a place, the hosting organisation should give a reason (e.g. full workcamp, too many females, etc.)

2.2.5 If a workcamp is cancelled the hosting organisation must propose an alternative workcamp for the volunteers already placed on it. The replacement camp should be as close as possible to the original project in terms of dates, type of work and work location.

2.2.6 Hosting organisations should ensure that all communication regarding placements of volunteers is done efficiently. They must inform sending organisations about any changes regarding the project as soon as they occur.

2.2.7 Hosting organisations should do all they can to ensure a volunteer is issued with a visa when required and they should clearly communicate the visa procedures with the sending organisation.

2.2.8 Detailed information (the 'info sheet') should be available no less than four weeks before a workcamp is due to start. This information should include an emergency telephone number of the hosting organisation. Hosting organisations are recommended to follow the template provided in the Alliance Guidebook.

2.2.9 Hosting organisation will provide adequate food and suitable accommodation.

2.2.10 There should be a trained person (usually a project leader) responsible for each workcamp to supervise the volunteers and ensure its smooth running. They should also ensure that the volunteers are included in decision making.

2.2.11 Hosting organisation must inform sending organisation about any no shows within three days from the start of the workcamp.

2.2.12 Hosting organisation must inform sending organisation if a significant problem (health, safety or wellbeing of a volunteer) occurs on a workcamp or if a volunteer leaves early.

2.2.13 If, during the time of a workcamp, a volunteer is hospitalised then the hosting organisation is responsible for their wellbeing until the volunteer leaves the hosting country.

2.2.14 Hosting organisations are recommended to have insurance for their projects but in the event that this is not possible they must inform the sending organisations and volunteers before the projects begin.

2.2.15 If, during the time of a workcamp, a volunteer has to be repatriated for any reason then the hosting organisation is responsible until the volunteer leaves the project/workcamp.

2.2.16 Hosting organisations must inform all the volunteers about any health and safety instructions regarding the work, accommodation, free time activities and transport (if necessary for the project).

2.2.17 Hosting organisation should inform sending ones about any relevant remark concerning volunteers.

2.2.18 Hosts must provide volunteers with meaningful and not for profit volunteer work.

2.2.19 Hosting organisations are responsible to take into account Alliance policies which include environmental sustainability and social inclusion practices when organizing International Voluntary Service projects.

3. Sending Organisation's Rights & Responsibilities

3.1 Rights:

3.1.1 If any significant accident or incident affecting the health, safety and wellbeing of a volunteer (e.g. hospitalisation/arrest) occurs, the sending organisation has the right to be informed.

3.2 Responsibilities:

3.2.1 Each sending organisation should implement and respect the rights of the volunteers (see section 1.1)

3.2.2 The sending organisations must inform volunteers about the workcamp movement, voluntary service, what they can expect on a workcamp and what is expected of them. They must also be clear on how their projects are funded.

3.2.3 Sending organisations are responsible for providing volunteers with all the necessary information including: preparation/training sessions; handbook; infosheets; contact with past participants, etc.

3.2.4 Sending organisations should only recruit volunteers who are resident in their own country unless there is no sending organisation in a particular country.

3.2.5 The Volunteer Exchange Form (VEF) of each volunteer must be sent to the hosting organisation. It is the responsibility of the sending organisation to submit a completed VEF.

3.2.6 The emergency contact section of the VEF must be filled in and the hosting organisations have the right to refuse a volunteer if it is incomplete. It is the responsibility of the sending organisation to submit a completed VEF.

3.2.7 Sending organisations from countries where a visa is required should inform hosting organisations about visa regulation. Sending organisations should do all they can to ensure a volunteer is issued with a visa when required.

3.2.8 If the sending organisation receives significant or outstanding evaluations about a workcamp they should inform the hosting organisation.

3.2.9 If a volunteer cancels his/her participation the sending organisation must inform the host organisation as soon as possible.

3.2.10 Sending organisations must inform volunteers about the Alliance policies, which include environmental sustainability and social inclusion.

The Season Step-by-Step

The Technical Meeting

The annual Technical Meeting (TM) of the Alliance is held in early March, hosted by a different member organisation each year. It is the main point at which all members, and many invited partners and guests, meet to exchange and discuss the programmes for the forthcoming workcamp season. It is a very large event: to give an indication, in Tallinn, Estonia in 2016 the TM was made up of approximately 155 participants representing 85 organisations from 47 countries. The TM normally takes place over six days and is principally made up of bi-lateral discussions. Through a system of appointments, the representatives speak with all the partners they need to.

To the newcomer the TM can appear like a speed dating event! **Depending on the depth of discussions entered into, every minute of every day can be taken up with meetings so it can be an exhausting experience! There are ways of making the time as productive as possible, particularly through good preparation beforehand.** Firstly, it is important to remember that organisations taking part in the TM expect **to gather the programmes of all their partners in order to then begin the recruitment of volunteers once back in their own countries.** So they need the concrete information from each other about the workcamp plans for the following months. There are certain things that need to be brought to the TM:

- **Background information about your organisation** (especially important if you are a new organisation): year of foundation; structure of the organisation; scope of activities; funding; technical details such as contact people, address, e-mail, Skype contact, etc.
- **Workcamp programme** with concrete details (see next page for more information).
- **Information about your country** or region can be useful for the partners to understand more about the contexts in which your activities take place.

It may also be necessary to discuss issues or concerns from the exchanges of the previous summer so **it is useful to bring statistics and any outstanding evaluations.**

Preparation

Before the TM, which is a highlight of the year and the real start of your placement work, you should first be full of energy! If you prepare your work well from the initial stages, you will have all the advantages of setting up a successful season. The next pages are here to help you to prepare and enjoy your work!

Standardization of the presentation of the workcamp programs

In terms of presentation there is one requirement for the Technical Meeting, which is that the workcamp program presentation has to be brought in an electronic format (on USB, CD). Following the commitment undertaken by our network in the field of environmental sustainability through the International Sustainability Campaign, general recommendation during the TM is to share project information in an eco-friendly way, by using mostly internet and electronic documents instead of printed programs (i.e. using a laptop and/or sharing files, printing only one consultation copy of the program if needed). Nevertheless, we understand that for some of us it may be difficult to carry out bilaterals in an effective way without paper support.

Introducing to/description of the organisation

The programme should begin with an introduction outlining practical information on the organisation, general conditions for participation (e.g. age limits, etc), a general description of the programme of projects (e.g. how many, possibilities to host disabled volunteers, etc). It is important to be as concise as possible and use clear language. If there are specialised terms used in describing the work on your projects then you should include a definition of those words or terms. It is useful to include a separate document with a map of your country showing the location of the projects.

The program should begin with the introduction outlining practical information on the organization (approximately 50 words) including the following information:

- Name of the organization:
- Year of the foundation:
- Location of the central office:
- Aim and objectives: (in few sentences)
- Type: NGO, governmental, other
- Activities: workcamps, EVS, MTV/LTV, etc.
- Responsible persons: for workcamps, general matters, EVS, MTV/LTV, etc.

- Working days and hours:
- Official website:
- Contact addresses: e-mail, Skype, other
- Telephone and fax number:
- Emergency number: this number should be used only in emergency situations and not shared with volunteers
- General conditions for participation in your workcamps:
 - age limit
 - common language used in the camps (i.e. English, but there is certain amount of camps where the knowledge of the local language is requested)
 - Participation fee: a) No; b) yes - for all camps or for certain camps, reason; for some camps.

Formatting the programme

When providing your programme there are certain requirements necessary when saving into an electronic format:

- Do not use language specific letters such as á, æ, è, ì, ñ, ð, ç, ж, ъ, þ, ø, etc.: they cannot always be recognised by other computer languages. Please replace them with the phonetic sounds with Latin alphabet letters.
- Do not use **bold** or underline in .txt format version.
- Save the file in Word (.doc - but not .docx) and .txt format. When saving the **.txt document save it under "UTF-8" encoding.**
- Please **do not use tab but just the space bar.**
- Create an .xml version file of your programme (PEF) compatible with the Alliance Data Interchange Handbook (ADIH). To produce this document you may follow the standard set by the ADIH or you can use an online form of those provided by other Alliance members in order to produce them without too many difficulties. Since GA 2017 the Alliance manages Plato (a placement software developed by MS) and recognises the placement software owned by members, compliant with the data interchange handbook. To produce a valid PEF it is recommended to exploit the specific Plato functionality (open and free for all the organisations of Alliance Invitation List 2018).

The other recognized systems can be used as well.

1. Compulsory headings for the programme description (.doc and .txt file)

Code *

The code which uniquely identifies the camp in the project databases. No camps sharing the same code, even if managed by different organizations, shall exist. While project codes formatting is left at the discretion of each organization, particular care should be taken in ensuring the consistency of such codes. For instance, given an organization whose code is ABC, codes could/should be "ABC-01", "ABC-02", "ABC-03", etc. but not "ABC/01", "ABC-2", "ABC 3". Codes which are duplicates of other codes already present in the database are a cause for rejection of the file.

Name *

The name/title for the project

Location *

The place where the project/workcamp will take place

Region *

The region of a country where the project/workcamp will take place

Country *

The country where the project/workcamp will take place

Start date *

The starting date of the project in format YYYY-MM-DD (year-month-day)

End date *

The ending date of the project in format YYYY-MM-DD (year-month-day)

Type of work *

The work type of the project/workcamp (list of work types is described on page below)

Number of vols *

Number of total (males + females) places for volunteers

Min age *

This element defines the minimum age required for participation in the camp/project. When omitted, the standard Alliance rules apply. The value should be specified if the partner's rules concerning age (or the rules applicable to this specific project) don't follow the usual Alliance practices.

Max age *

This element defines the maximum age allowed for participation in the camp/project. When omitted, the standard Alliance rules apply. The value should be specified if the partner's rules concerning age (or the rules applicable to this specific project) don't follow the usual Alliance practices.

Description *

A medium sized text with a description of the project work, where possible should include separate sections on:

- Partner: Clear description of the local host organisation and their motivation to host the workcamp.
- Work: Description of work – identification of the problem or need (why are we running this workcamp), specifying the task and involvement of the volunteers, description of the expected impact and possible previous achievement of the same project/workcamp in previous years.
- Accommodation and food: Detailed description of accommodation (e.g. tents with numbers of participants per tent or own tent, kind of building etc) and basic facilities (e.g. toilets, showers) and how the food will be cooked or provided.
- Location and leisure: Description of location by emphasizing more information related to the project and less the touristic aspect of the place. Description of leisure activities, including study part in connection with the local partner, work and location (if any).
- Requirements: Any special requirements for participation at this camp (motivation letter, special documents, level of spoken language, skills, experience, etc).

Participation fee *

The Participation fee element specifies the amount of the (possible) participation fee. Please specify why participation fee is needed, where it goes and in which proportion.

Languages *

A comma-separated list of languages requested for the project. In case of second (or third etc) language, please specify which language(s) is/are basic and what level is required (basic, intermediate, advanced).

2. Optional elements that maybe included into the .doc and .txt file**Summary**

This description will be used by the sending partners on their social media channels, for the promotion on your workcamp. The summary should include the reason for organising the workcamp, the information of the local host organisation, the work the volunteers will carry out, the geographical location of the project. The summary should not be more than 2-3 short sentences and use appropriate language for social media.

Accessibility

This field indicates if the project/workcamp type/work/location is accessible for volunteers with less opportunities/disabilities. *Additional information should be provided in the "description" field.*

Vegetarian

Indicates if vegetarian food will be available.

Family

Indicates if whole families, with kids, are allowed.

Airport

The nearest airport

Train station

The nearest train station

Number of vols m

Number of places available for male volunteers

Number of vols f

Number of places available for female volunteers

Max vols per country

Maximum number of volunteers per nationality

Max teenagers

Maximum number of teenager volunteers

Max national vols

Maximum number of national (local) volunteers

Notes

Short remarks for the project, anything that doesn't fit in the fields listed above (e.g. there will not be camp leaders, etc.) Give information about possible transport limitations (eg. "Please note there are no buses after 6.30 pm"), latest arrival time at the major terminal, earliest departure time from major terminal.

3. Camplists

Following the introduction should be a summary camplist of the projects in your programme as follows (the European date system should be used, day/month):

Code/Name	Location	Dates	Type	No. of vols	(Ages)
MS01 AARHUS	Aarhus	20.06 - 10.07	KIDS	13	(18-30)
MS03 BORUM	Aarhus	10.07 - 29.07	RENO	18	(18+)
MS04 SKAGEN	SKAGEN	03.08 - 18.08	DISA/TEEN	18	(15-17)

Projects should appear in chronological date order. The camp code should always begin with the initials of your organization, then the number.

The agreed organisational codes of Alliance members are as follows:

Name	Code	Country	Name	Code	Country
ALLIANSSI	ALLI	FIN	JAVVA	JAVVA	BEL
ALTERNATIVE-V	UAALT	UKR	JEUNESSE & RECONSTRUCTION	JR	FRA
CHANTIERS JEUNESSE	CJ	CAN	LEGAMBIENTE	LEG	ITA
CITIZENS IN ACTION	CIA	GRC	LUNARIA	LUNAR	ITA

COCAT	CAT	ESP	LYVS	LYVS	BLR
CIEE JAPAN	CIEEJ	JPN	MS	MS	DNK
COMPAGNONS BATISSEURS BELGIQUE	CBB	BEL	NICE	NICE	JPN
COMPAGNONS BATISSEURS FRANCE	CBF	FRA	NIG	NIG	DEU
CONCORDIA FRANCE	CONCF	FRA	OFFENE HÄUSER	OH	DEU
CONCORDIA UK	CONC	GBR	PRO-INTERNATIONAL	PRO	DEU
EGYESEK	EGY	HUN	SFERA	SFERA	RUS
ELIX	ELIX	GRC	SIW	SIW	NLD
DE AMICITIA	ESDA	ESP	SOLIDARITES JEUNESSE	SJ	FRA
DEINETA	CSA	LTU	SVI	SVI	ESP
ESTYES	EST	EST	UNA EXCHANGE	UNA	GBR
FIYE	FIYE	POL	UNAREC	U	FRA
GENCTUR	GEN	TUR	UNION FORUM	UF	UKR
GRENZENLOS	GL	AUT	VIMEX	VIMEX	MEX
GSM	GSM	TUR	VIVE MEXICO	VIVE	MEX
HUJ	HUJ	ARM	VJF	VJF	DEU
IBG	IBG	DEU	WORLD FOR YOU	W4U	RUS
IJGD	IJGD	DEU	WORKCAMP SWITZERLAND	WS	CHE
INEX - SDA	SDA	CZE	XCHANGE SCOTLAND	XS	GBR
INEX SLOVAKIA	ISL	SVK	YAP ITALY	CPI	ITA

IWO	IWO	KOR	YRS - VSS	VSS	SRB
YOUTH for Smile (Jaunatne smaidam)	YS	LTV			

The agreed organisational codes of Alliance partners and guests (=*) are as follows:

Name	Code	Country
Bridge to the Future	BF	AZB
Cambodian Youth Action	CYA	CMG
DreamWalker China	DWC	CHI
Sunshine Volunteers	SVI	CHI
Asociación Cultural de Intercambio de Costa Rica	ACI	CRI
ICJA Freiwilligenaustausch weltweit e.V.	ICJA	DEU
VolTra	VT	HKG
See Beyond Borders (SEEDS)	SEEDS	ISL
WorldWide Friends	WF	ISL
Field Services & inter- cultural Learning	FSL	IND
Rural Centre for Human Interests	RUCHI	IND
Dejavato Foundation	DJ	IDN
Gerakan Kerelawanan Internasional	GREAT	IDN
IIBC - PKBI Indonesia International Workcamp of Perkumpulan Keluarga Berencana Indonesia	IIBC	IDN

IBO	IBO	ITA
Informagiovani	IG	ITA
Kenya Voluntary Development Association	KVDA	KEN
Leaders	LS	KGZ
Nataté	NAT	MEX
Mongolian workCamps Exchange	MCE	MNG
Chantiers Jeunesse Maroc	CJM	MAR
Volunteers Initiative Nepal	VIN	NPL
GIED	GIED	PHL
Instituto Português do Desporto e Juventude	IPDJ	PRT
AYA	AYA	RUS
Digevu	DGV	RUS
Passage Zebra	PZ	RUS
Sodrujetsvo	SODVO	RUS
VYA Taiwan	VYA	TWN
Uvikiuta	UVIKIUTA	TNZ
Volunteers Spirit Association	VSA	THA
Uganda Pioneers Association	UPA	UGA
Volunteer Action for Peace-UK	VAP UK	GBR

Volunteers For Peace	VPF	USA
Solidarités Jeunesses Vietnam	SJVTN	VNM
Volunteers for Peace Vietnam	VPV	VNM
Fundacion SES	SAS	ARG
FUNPROCH Chiriboga	FPEC	ECU
Associação dos Jovens Voluntários de Moçambique	AJOV	MZB
Brigada de Voluntarios Bolivarianos	BVBP	PER
IGEEI	IGEEI	PHL
Rota Jovem	RotaJovem	PRT
Lumea Lui Pinocchio	LLP	ROU
Autonomous non-government organisation for support and development of social tourism "Smart Travel Bureau"	STB	RUS
South Africa Volunteer Work Camp Association	SAVWA	ZAF
Green Volunteers for Green Future	NICE	LKA
PeaceWorks	PW	SWE
Association for volunteerism Volonterski Centar Skopje- VCS Skopje (Involvement Program)	VCS	MKD
Colorful House (Involvement Program)	CH	GRG
Zimbabwe Workcamp Association	ZWA	ZWE

Within the camp lists, the type of work on the project is shown by abbreviations as follows. These are the abbreviations recognized by the Alliance, do not use others.

Agriculture	AGRI	Family	FAM
Work with animals	ANIM	Work with kids	KIDS
Archaeology	ARCH	Language camps	LANG
Art type	ART	Camp leader	LEAD
Construction	CONS	Manual work	MANU
Cultural projects	CULT	Renovation	RENO
Work with people with disabilities	DISA	Work with refugees/asylum seekers	REFU
Educational	EDU	Social project	SOCI
Work with elderly	ELDE	Sport project	SPOR
Environmental	ENVI	Study theme project (history, research)	STUD
Festival	FEST	Teenagers	TEEN

For Teenage Camps and Family Camps, it is recommended that the abbreviation “TEEN” followed by the type of work, e.g. TEEN/RENO or FAM/CULT, etc. The precise conditions should be explained in the detailed project description. These are the abbreviations recognized by the Alliance, please do not use others.

See the [Alliance Data Interchange Handbook \(ADIH\)](#).

Detailed description on a printed document

Following the summary list there should be a detailed description of each project as follows:

¹MS01 AARHUS AARHUS20/06 – 10/07 KIDS 13 vols 18-99

Partner: Description of the local partner.

²Work: Description of the work, the local host project, and the theme.

Accommodation and food: Brief description of the accommodation and facilities and food.

Location and leisure: Brief description of the area, and nearest big town to locate the place on a map.

Requirements: Any language skills, past experience, if there are possibilities to host volunteers with disabilities.

Language: Language that the volunteers will use. A comma-separated list of languages requested for the project.

Airport, train/bus station: Nearest train or bus station and international airport and any useful information to enable volunteers to buy travel tickets as soon as their place is confirmed.

¹ Camp code; Name; Location, Region (if applicable); Start date – End date; Type of work; Number of vols; Min-Max age

² A medium sized text with a description of the project work, where possible should include separate sections on: Partner (description of the local partner organising/hosting the project); Work (description of work); Accommodation and food (description of accommodation and food); Location and leisure (description of location and leisure); Special requirements (description of special requirements).

Participation fee: Mandatory when fee is required.

If you have participation fees on any of your workcamps an explanation of why there are additional fees must be given (i.e. what the money covers and how it will be used).

If the work or conditions of a project change significantly after the camp lists have been exchanged (i.e. after the Technical Meeting) all partners should be informed immediately to avoid volunteers being surprised by any changes

The Yellow pages

The Yellow pages is a form organisations fill in before the TM in order to have an updated contact details collection easily accessible anytime during the busy season. It also contains the most important information and highlights of your programme.

The Yellow Pages form 2019 has to be submitted online through this link:

https://docs.google.com/forms/d/e/1FAIpQLSeIZmVce6aZHMwUi4PK1OSuPPFEeY1COJQnKzrH627TruW8IQ/viewform?usp=pp_url

Exchange agreement forms

The exchange agreement form is used by most organisations during the Technical Meeting and/or in preparing the season. It has different uses, specifically:

- As a document providing basic information concerning the framework of the exchange (i.e. methods of communication during the placement season, medical coverage on the projects, exchange fees, etc.)
- A record of important, relevant and up-to-date information, e.g. address, telephone, fax, e-mail, Skype, contact persons for the season, working hours and a 24 hours emergency telephone number.
- For reserving places with your partner organisations on workcamps.
- By signing the agreement between two associations this certifies a co-operation for that current year. This is to facilitate partners coming from visa countries and using exchange agreements as an official document with embassies. Please make sure that the following sentence is incorporate at the end of your agreement:
 - *By signing this document we agree with the Alliance Quality Charter and our cooperation for the current year.*
 - *Information you provide will remain confidential and will only be held on the internal database of partner organisation. Access to this information is limited to staff with a genuine and essential need to have such access and will not be available to other persons unless given permission.*

. In attachment the example of Alliance Exchange Agreement Form.

Example of Alliance Exchange Agreement Formform



Exchange Agreement 2019

between UNA Exchange and

Organisation:	UNA Exchange	Tel:	+44 29 2022 3088
Address:	Temple of Peace	Fax:	+44 29 2066 5557
	CathaysPark	E-mail:	nfo@unaexchange.org (general)
	Cardiff CF10 3AP	Website:	www.unaexchange.org
	Wales, UK	Office hours:	09.30-17.00 (UK time) Mon-Fri
	Emergency phone number: +44 04 8346 1061 for office use only!		

Contact persons: Languages spoken:

Incoming:	Hannah Pitt	English	hannahpitt@unaexchange.org
	Skype: Hannah.pitt		
Outgoing:	JirkaPeška	English, Czech	jirkapeska@unaexchange.org
	Skype: j.peska		

Reservation of places:

UNA Exchange reserves _____ places for _____ in Wales, in the camps:

_____ reserves places for UNAEExchange in _____, in the camps:

Reservation deadline: UNA Exchange 01.05.2017
 _____ : ____ / ____ / _____

Exchange correspondence:

All information for volunteers (acceptance letters, info sheets) will be sent to organisations.

UNA Exchange will begin confirming placements in Wales on _____

Age limits: 18 minimum 14-18 for teen project 21 minimum for MTV projects No maximum

Participation fee: ... (please indicate when and how the fee is given, what happens in case of cancellation)

Insurance:

- What company provides your insurance? _____ (e.g. SCI)
- What is covered by your insurance?

<input checked="" type="checkbox"/> Medical	yes <input type="checkbox"/> no <input type="checkbox"/>
<input checked="" type="checkbox"/> Third party liability	yes <input type="checkbox"/> no <input type="checkbox"/>
<input checked="" type="checkbox"/> Accident	yes <input type="checkbox"/> no <input type="checkbox"/>
- What is not covered by your insurance?

<input checked="" type="checkbox"/> Dental yes <input type="checkbox"/> no <input type="checkbox"/>	
<input checked="" type="checkbox"/> Personal property	yes <input type="checkbox"/> no <input type="checkbox"/>
<input checked="" type="checkbox"/> Injuries during free time	yes <input type="checkbox"/> no <input type="checkbox"/>

Additional remarks/general conditions:

By signing this document we agree with the Alliance Quality Charter and our cooperation for the current year. Information you provide will remain confidential and will only be held on the internal database of partner organisation. Access to this information is limited to staff with a genuine and essential need to have such access and will not be available to other persons unless given permission.

(signature for UNA Exchange)
date

(signature for partner - name organisation)
date
