INTERCHANGE

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.

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 in January. Any significant changes that have been made will be highlighted throughout the document by this button (left).

STRUCTURE AND CONTENT

Content in this Guide that is specific to the Interchange programme is indicated with a small icon (with an "I" for Interchange) 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 venenatis.

Sometimes, this Guide will refer to other CISV documents.

This button refers to linked, external sources such as documents and websites. All CISV internal resources are stored on www.cisv.org. The button 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 and Sending	Education & Evaluation
Leader / Junior Leader	◆	◆	◆	◆
Participant	❖		❖	
Parents	❖	❖	◆	
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

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INTERCHANGE / INTRODUCTION

	Introduction	Role Profiles	Hosting and Sending	Education & Evaluation
Leader / Junior Leader	◆	◆	◆	◆
Participant	❖	◆	❖	
Parents	❖	❖	◆	
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 has seven international programmes, with something for everyone from age 11 onwards. Each of our programmes is designed for a particular age-group and participants are offered increasing levels of personal responsibility within a programme, in line with their maturity.

Each of the seven programmes has four educational goals, or things we expect them to achieve. Each goal has up to four indicators of success, to enable CISV to evaluate or measure how well the programme is doing. The goals and indicators also help CISV to see how best to develop the programme. See the Education section in this Guide for details of CISV's educational approach and content.

VILLAGE

Early life experiences shape the way we see the world. CISV Villages are international camps that inspire children to imagine a more just and peaceful world. Children come together from many different countries to take part in a variety of educational, cultural and fun activities. A Village creates a safe setting in which children from around the world learn about each other's lives and how to communicate, cooperate and live together. The Village learning experiences, and the friendships made, often last a lifetime.

AGE GROUP	DURATION	SIZE
11	28 days	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)
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 recommended that 1 staff member have prior experience as a Village leader 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 JC

INTERCHANGE

Our cultures begin in our homes. This exchange programme for teens promotes aspects of peace education by placing participants with host families from a Chapter in another country. The exchange has two phases, one in each country, allowing each delegate to be both a visitor and a host. Not only is this a profound cultural experience for the young delegates, but it also engages the whole family, and potentially the broader community, in the learning experience.

AGE GROUP	DURATION	SIZE
12-13 13-14, or 14-15	2 phases of 2 - 4 weeks	2 delegations of participants, each with 6 - 12 youth

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 encourages the youth to take a leading role in planning and organizing activities. The participants and adult leaders use CISV's peace education content areas to provide a theme around which the activities are planned, for example, identity, democracy, and environmental protection. Step Up provides great opportunities for youth to learn about how these issues are thought about and dealt with in different countries and cultures and learn how they can make an impact once they return home. Just as importantly, they make friends and gain a wider appreciation of how life is for people in different countries.

AGE GROUP	DURATION	SIZE
14 or 15	23 days	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 • 1 staff member must have prior experience as a Step Up leader 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

SEMINAR CAMP

Exchanging ideas is a powerful tool for global learning. The young people who are participating in Seminar Camp coordinate this personally challenging, intensive programme. They develop their own agenda and explore global issues based on their own backgrounds and interests, through activities and in-depth discussions. Seminar Camp's group-living environment encourages them to collaborate, and to take a creative approach to problem-solving and resolving differences that can arise from healthy discussions.

AGE GROUP	DURATION	SIZE
17-18	21 days	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
STAFF/LEADER AGE	• Staff must be at least 21 years old • 1 staff member must be at least 25 years old • There must be 2 home staff from the host NA, 1 Programme Director and 1 or 2 more international staff
PARTICIPATION	• You can only take part in one Seminar Camp as a participant

YOUTH MEETING

Small gatherings inspire big ideas. Youth Meetings bring small groups of participants together from different countries within a region. They explore aspects of peace education related to a specific theme and share their different perspectives. They also think about how they can apply what they have gained from their experience within their own community, such as knowledge of the theme along with planning and communication skills.

AGE GROUP	DURATION	SIZE
12 – 13, 14 – 15, 16 – 18, or 19+	8 or 15 days	For ages 12 – 15, 5 delegations of participants, each with 6 youth. 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 3 – 5 adult staff • Can have only 1 junior staff, who must be from the host NA
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

INTERNATIONAL PEOPLE'S PROJECT (IPP)

Go out, find out, and help out. International People's Projects are innovative learning programmes, which actively contribute toward identified needs within a community. In partnership with a local organization, a group of participants from different countries works together on community projects related to a specific theme, like environmental degradation or immigration. When they are not working on the project, participants bring knowledge of the chosen theme from their own cultural contexts and take turns leading educational activities.

AGE GROUP	DURATION	SIZE
19+	14 – 23 days	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
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 offers our Chapters a model for community-based peace education. Each project responds to local needs and interests in meaningful ways. Most of the projects are planned and delivered in cooperation with partner organizations and come in many shapes and sizes. Mosaic projects create an authentic learning experience for local participants of all ages and deliver a benefit to the wider community.

AGE GROUP	DURATION	SIZE
All ages	No specific length	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 INTERCHANGE PROGRAMME

WHAT IS INTERCHANGE?

Interchange is a family-centred, two-phase, group exchange between two international CISV Chapters for youth ages12-15

Each Interchange fits into one of three age categories (A = 12-13; B = 13-14; C = 14-15). Interchange can be done with a minimum of 6 delegates and a maximum of 12. One adult leader and one junior or additional leader from each country are required for delegations of 8 or more. In case of 6 or 7 delegates, only one adult leader from each country is required, but a junior or additional leader could also be used by mutual agreement between the Chapters. Anyone over the age of 21 is considered a leader or additional leader. Junior leaders must be at least 18 years old and a minimum of 4 years older than the oldest delegate age allowed for the assigned age group. Partner Chapters cannot make arrangements contrary to this basic rule. Delegates of the same age with similar interests are reciprocally hosted for a period of two to four weeks during each phase of the Interchange.

A mini-camp complements a typical hosting agenda that consists of family life and group activities. Interchanges may take place over one or two successive years.

No two Interchanges will be exactly the same, nor should they be. Each should be a unique expression of the make-up of the two cultures involved, the personalities of the groups and the contribution of the supporting CISV organization at the Chapter level.

The purpose of an Interchange is to learn through living in a family and through functioning as a group.

KEY CHARACTERISTICS OF THE PROGRAMME

- Short Interchanges are normally arranged for two weeks in each phase with a break in between
- Short programmes must be completed within three months (it is not unusual for delegations that involve great travel distances, by mutual consent, to increase the duration of each phase to two and a half or three weeks)
- Long Interchanges usually run three to four weeks in each phase
- Long programmes must be completed within two years and usually take place in July of two consecutive years, or on a July/December schedule
- All Interchanges can be arranged with two to four weeks per hosting phase

HOW INTERCHANGE DEVELOPED AND IS AN INTEGRAL PART OF CISV

The enthusiasm of returning delegates from the early Villages and the subsequent formation of local Chapters and Junior Branches produced a nucleus of young people, friends and relations, eager for their own international CISV experience. In 1961, Interchange was born. This was a group exchange with individuals staying with carefully matched partners, within a

family setting. The first group of young people, ranging in age from twelve to nineteen, travelled from Hamburg to Newcastle, to stay in families. The whole group then travelled back to Hamburg for the second phase. The local Chapters undertook responsibility for the organization and realization of the overall activity. In 1981, Interchange was recognized as an official programme.

Interchange encourages a meaningful understanding of one particular culture by enabling delegates to live in that culture as a family member, as opposed to the multi-cultural environment within a camp. As a member of the family, the delegate forms a one-to-one relationship with his/her partner and family, as well as relationships with members of both delegations.

The family enjoys the opportunity to share the lessons that CISV has to offer because each of its members is directly involved in the programme.

Interchange is not an isolated part of CISV. By its nature, being both family- and group-oriented, Interchange interfaces with all other CISV components and fosters delegates' and families' involvement and retention after a first CISV experience. Delegates are/become members of their JB and may be involved in the preparation of the mini-camps. Delegates easily become participants in other CISV programmes. Families and leaders are/become members of their Chapter. The family experience contributes toward a deeper commitment to their Chapter and may provide a solid base for building new Chapters or strengthening existing ones.

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 and youth, 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 and youth 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.

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

INTERCHANGE / ROLE PROFILES

	Introduction	Role Profiles	Hosting and Sending	Education & Evaluation
Leader / Junior Leader	◆	◆	◆	◆
Participant	❖		❖	
Parents	❖	❖	◆	
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

Additionally, you will find subheadings above most responsibilities to indicate the timeframe in which these should be fulfilled:

Ongoing

Before the Programme Begins

Before Hosting

During Hosting

After Hosting

Between Phases in a Long Interchange

Before Travelling

During Travel

After Travelling

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

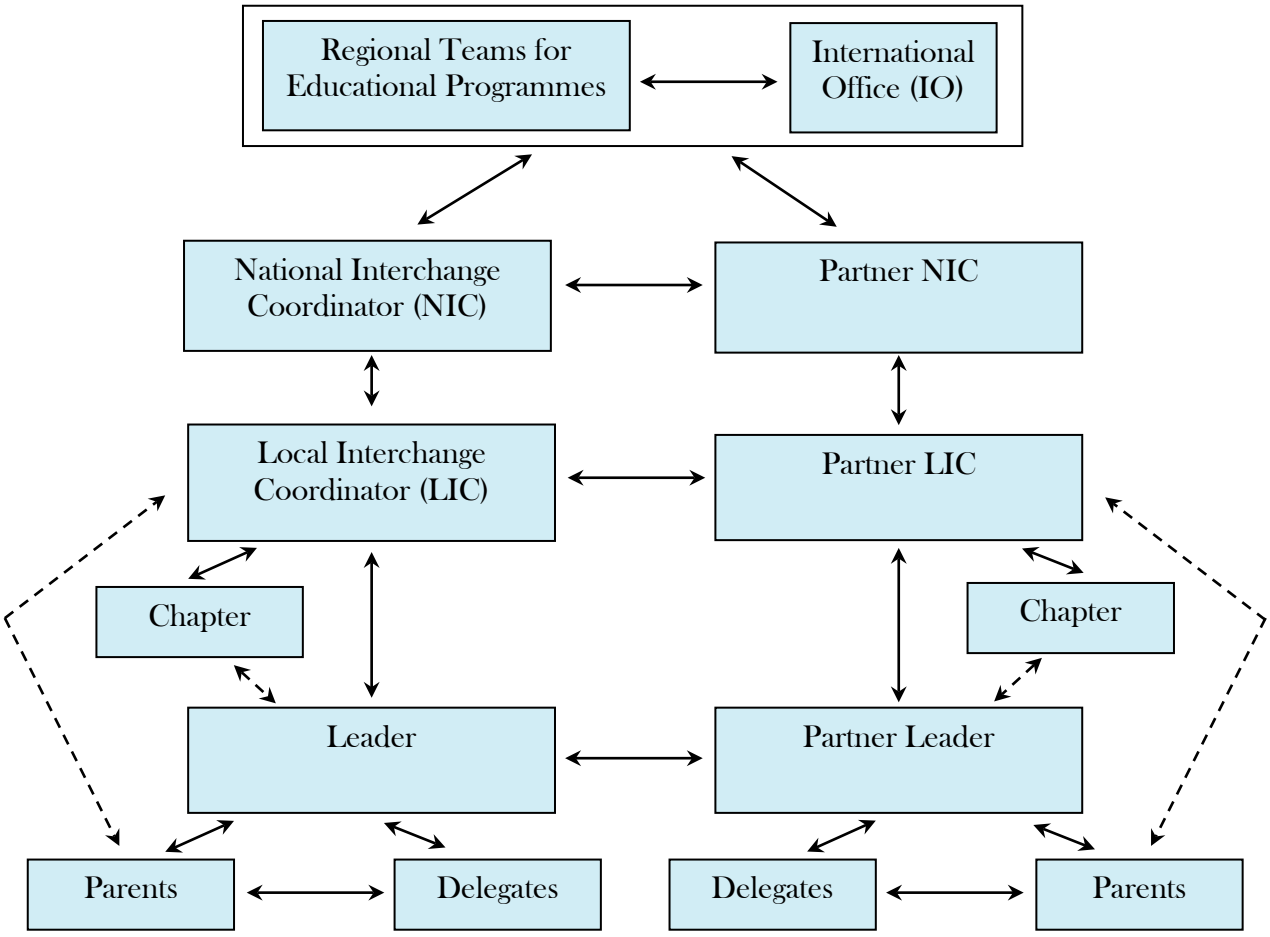
IO can help with questions relating to administration, forms, invitations, fees and procedures.

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.

INTERCHANGE COMMUNICATIONS

Solid arrows represent the usual chain of communications; dashed arrows show secondary connections.



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.

RESPONSIBILITIES OF THE NATIONAL INTERCHANGE COORDINATOR (NIC)

It is recognised that not all National Associations or Chapters may have the human resources to establish various selection or training committees. It is quite likely that in these National Associations/Chapters, the chair of the National or Local Interchange Committee may be one and the same person. This being the case, the words 'committee', 'chair', 'coordinator' and 'contact' are interchangeable.

The Interchange Coordinator of the National Association (NIC) is responsible for the administration of all Interchanges within that nation according to CISV International rules, standards and recommendations. Invitation results and the final distribution of Interchange invitations among local Chapters must be coordinated by the NIC.

Administration

- Ensure that programme deadlines are kept for hosting and sending, programme fees, penalty fees
- Ensure that the programme rules and guidelines are respected
- Provide proper documentation when appropriate (Friendly Intent Form, Address List, PDPEF, IRF)
- Ensure that appropriate selection of programme participants (leaders, junior leaders, families, delegates) takes place in line with CISV International guidelines

Educational Content and Training

- Ensure that all people involved with the programme (NIC/LIC, leader/junior leader, families, delegates) receive the appropriate CISV training
- Ensure that follow up evaluation is conducted with participants after each phase of the programme

Communication and Assistance

- Facilitate international communications between partner NIC/LICs partner leaders, partner youth delegates and partner families

- International communications should be directed through the NIC, including the data required for invitations
- In case of a single-Chapter NA, the NIC will facilitate local communications with leader, youth delegates and families
- In case of multi-Chapter NAs, the LIC will facilitate the local communications

Practical Responsibilities

- Ensure the success of the Interchange programme by being a responsible link between the parties involved
- Ensure that logistics of carrying out the programme are correctly understood and practiced

In single Chapter countries the duties of the NIC might also include the duties of the LIC. Those duties are specified in more detail under "Local Interchange Committee"

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.

If the delegates, their families, the leaders and the CISV organization are to work together as a team to plan and carry out an Interchange, everyone involved must be aware of what needs to be done and who should do it. It is also extremely important that the deadlines in the calendar be respected so that volunteers in both countries and IO have time to get their parts done.

LOCAL INTERCHANGE COORDINATOR (LIC)

The Local Interchange Coordinator (LIC) is a link between the delegates, families and leaders involved in the Interchange and the CISV organization at the local, national and international levels.

At the local level, an LIC is required to ensure the success of the Interchange programme. The LIC must be an integral part of the Chapter and have direct contact with the local Chapter board of directors, including the Risk Manager and JB.

LIC RESPONSIBILITIES THROUGHOUT THE INTERCHANGE YEAR

Ongoing

Administration

- Oversee the local aspects of the invitation process: submit requests for new Interchange matches, report cancellations to the NIC when needed
- Observe the international, national and local Interchange goals, rules, standards, recommendations and deadlines

Educational Content and Training

- The LIC is the "director" of Interchange, and should receive training comparable to that for directors of other CISV programmes (see Interchange Curriculum)
- Exchange pre-Interchange information ("Culturegrams") and prepare the delegation for the experience—to include culturally appropriate behaviour
- Ensure the training of the leader and the junior leader where a local or national leadership training committee does not exist (see Interchange Curriculum)
- Ensure the training and preparation of the families and delegates (see Interchange Parent Guide)

Communication and Assistance

- Coordinate with the partner LIC to form evenly matched delegations (frequent communication during recruitment and selection is necessary)
- Be the local contact person for the partner Chapter
- Practice frequent communication with partner LIC
- Communicate with the NIC for assistance or to report problems

Before the Programme Begins

Administration

- Exchange the Interchange Friendly Intent Form with your partner LIC to negotiate the terms of the match

- Select participants where a local committee does not exist (ensuring that home visits take place prior to selection)
- Select the leader and the junior leader where a local leadership selection committee does not exist (ensuring that home visits take place prior to selection)
- Exchange Interchange Information Form for Youth Delegates and Interchange Information Form for Leaders and Junior Leaders (after receipt of the travelling delegation's forms, the hosting delegation's LIC pairs the delegates and notifies the partner Chapter within two weeks)

NOTE: Although leaders and junior leaders are automatically paired with the person selected by the partner Chapter, they should still submit the Interchange Information Form for Youth Delegates with the delegates' packet to give information about their home, interests or other information.

- Travelling delegation's LIC should respond within one week to confirm the pairing and perhaps suggest and give the reasons for some alternative pairing arrangements (the sooner the pairing is completed, the sooner the delegates and their families can start to communicate and develop a bond with each other before their first face-to-face meeting)
    - Pairing of partners is to be completed by 31 March in a June-August Interchange and by 31 October in a December-January Interchange
    - First group meeting of parent, delegates and leaders should take place in March/September but no later than April/October
- Ensure all delegates, leaders, and junior leaders are registered on myCISV and have claimed their participation
- LIC must also register and claim participation (by reference number) in order to have access to the online PDPEF
- Meet deadlines for all procedures and forms
- Ensure that the hosting calendar/agenda is sent to the partner Chapter at least one month before travel, and make sure that home visits are on each hosting Chapter's calendar
- Leader and parents should agree upon a recommended amount of pocket money that each delegate should bring.

Communication and Assistance

- Coordinate with the partner LIC to form evenly matched delegations (frequent communication during recruitment and selection is necessary)

Before Hosting

Educational Content and Training

- Ensure that activities meet the educational objectives of the programme

Communication and Assistance

- Work closely with the adult leader to provide appropriate planning for the hosting programme, using the Section 2 Form throughout the process

Practical Responsibilities

- With Risk Manager, assess activities and mini-camp site for risk management and safety issues
- Ensure that the resources of the local Chapter such as the JB and the Mosaic committee are made available

During Hosting

Administration

- The LIC or Risk Manager or board member from the Chapter should meet the visiting delegation within the first three days and review all health and legal forms of the visiting delegation
- Work with Chapter Risk Manager to ensure that the Risk Management Checklist Report is completed three days after the mini-camp, with a copy to those indicated on the forms

Educational Content and Training

- Ensure that the leaders facilitate on-going mini-evaluations with both delegations and the parents to identify any concerns and decide how to deal with them
- Ensure that the leaders keep the Section 2 Form updated regularly

Practical Responsibilities

- If required, with consultation of the leaders, arrange changes in the pairing of Interchange partners (changes may only occur with the knowledge and approval of both LICs)
- LIC or named Chapter representative must be available to the visiting leaders during the hosting phase of the Interchange

After Hosting

Educational Content and Training

- Completed Section 2 Form used by leaders is given to the LIC for online input after the hosting phase.

Between Phases in a Long Interchange

Communication and Assistance

- Encourage your delegates, their families, the leader and junior leader to meet frequently and to continue to communicate with their Interchange partners
- Communicate with your partner LIC to clarify details, ask questions and collaborate on making the next phase successful

Before Travelling

Administration

- Send final notification of travel arrangements on a Travel Information Form to the local NIC and host LIC, by 1 May/1 November or two months before travelling
    - NOTE: Do not purchase airline tickets until confirming that the arrangements are okay with the partner

Communication and Assistance

- Ensure details are arranged
- Make sure the home visits are on the hosting Chapter's calendar and support your leader in his/her communications with partner leader
- Communicate with partner LIC about any particularly successful practices or issues of concern
- Share both concerns and successes with NIC and the Regional Teams for Educational Programmes

After the Programme

Practical Responsibilities

- Encourage continued involvement in CISV by leaders, delegates and families

DELEGATION COORDINATOR

It is strongly advised to appoint a delegation coordinator for each Interchange to coordinate communications, delegation preparation and be the LIC contact for the families and visiting leader during the hosting phase of the Interchange.

In smaller Chapters where an Interchange committee does not exist, the delegation coordinator and the LIC will be the same person. In that case the delegation coordinator would be responsible for the duties noted above for the LIC. Responsibilities of the delegation coordinator follow.

Administration

- Make sure the travel arrangements are made, including necessary travel documents such as visas
- Oversee the planning of the hosting calendar and travel arrangements (first group meeting is to be no later than April/October)

Communication and Assistance

- Strive to create a good, cooperative feeling for the planning of the programme, and communicate with the LIC of the partner Chapter, and/or the delegation coordinator, to involve him/her in the planning
- Confirm arrangements with the partner Chapter

Practical Responsibilities

- Act as coordinator for the delegates, their families, the leader and junior leader to facilitate meeting often
- Ensure that the leader, junior leader, delegates and families carry out their responsibilities

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

ROLE AND RESPONSIBILITIES OF LEADER/JUNIOR LEADER

It is the responsibility of the leaders to understand and actively promote the ideals and objectives of CISV in all aspects of the Interchange. The leaders must devote the time and energy needed to undertake leader training and work with the delegates and their families to plan and carry out a successful programme. It is preferable for leaders to have had previous CISV experience or other experience in leading children and young people. Although being an Interchange leader can be quite challenging, it also offers great opportunity for personal growth.

Ongoing

Communication and Assistance

- If you face problems, see the Grievance/Complaint Procedure, under 'Communications' in 'Interchange/Hosting and Sending'

Before the Programme Begins

Educational Content and Training

- Attend CISV local and/or national leadership training (see Interchange Curriculum).
- Meet often with the delegates so they can become friends and begin to understand the ideals of CISV

Communication and Assistance

- Work with delegates and families to obtain information about the partner country and Chapter
- Develop a strong, positive relationship with the leader of your partner Chapter(correspond frequently to inform, clarify and be in agreement about various aspects)
- Develop a personal relationship with each delegate to ensure that he/she can express any concerns during the programme
- Encourage delegates and families to communicate with their partners as soon as the delegates are matched (help with the communication if needed)

Practical Responsibilities

- Hold planning meetings with facilitation of the meetings to be shared by parents, LICs and leaders
- Involve the delegates and parents in planning all aspects

Before Hosting

Administration

- With the parents and delegates, establish a budget for group activities during the hosting phase of the programme, and encourage families to limit their individual activities to inexpensive ones
- Send the hosting calendar to partner leader/junior leader at least one month before their arrival

Educational Content and Training

- In consultation with delegates, parents and partner Chapter develop the educational content/theme (Section 2 'Education' of the PDPEF will be used in the planning period)
- Encourage delegates and their families to learn the CISV song

Communication and Assistance

- Work with parents in the planning and running of activities
- Work closely with the LIC in the preparation of the mini-camp

Practical Responsibilities

- Encourage some activities where the entire family participates
- Advise the partner leader of useful practical details such as climate, clothing, typical daily schedules of the families, delegates' and families' characteristics, examples of what things cost to help decide the amount of pocket money, or any other information that the partner delegation will find useful

During Hosting

Administration

- Hosting leader/junior leader is to pay expenses for the partner leader/junior leader, in the same way the delegation families host their visiting delegates
    - This will include meals, transportation, sightseeing, and family week trips
    - Personal expenses should be paid by the visiting leader/junior leader from his/her own pocket money
- Interchange must remain the focus for the leaders even during days with no planned group activities
- Leaders must be available at all times during the hosting phase
- During the family week/weekend you will host your partner leader in your own family week experience, but must remain within three hours' travel of the host Chapter

- Leaders submit the Section 2 Form of the PDPEF to the hosting LIC at the end of the hosting phase

Educational Content and Training

- Leaders and junior leaders from both countries must attend all planned group activities on the hosting calendar
- Evaluation should be done on a regular basis, using the Section 2 Form that goes with the PDPEF

Communication and Assistance

- Provide the visiting leader with the telephone number of the LIC, Risk Manager, and/or the delegation coordinator so that he/she may contact them on a confidential basis
- If difficulties occur between the Interchange partners, the leaders should give all possible assistance to the participants and their families to solve the problem
    - Contact the hosting LIC if the difficulty is not solved quickly
    - The partner LIC may be contacted if the problem cannot be resolved in the hosting Chapter

Practical Responsibilities

- The leader and the visiting leader conduct hosting home visits as soon as possible after the visiting delegation's arrival
- Ensure that each visiting delegate has on his/her person the name, telephone number(s) and address of the hosting family and leader when away from the host home

Between Phases in a Long Interchange

Administration

- Continue to meet regularly with your Interchange delegation (it is suggested once every month) to prepare for the second phase of the Interchange

Between Phases in a Long Interchange

Administration

- Be sure that your delegation has all necessary forms for travelling including passports and visas
- Check requirements for vaccinations
- Confirm tickets for departure

Educational Content and Training

- Discuss the educational content/theme with the delegation
- With the delegates prepare a national night
    - Plan some sort of national performance (dance, song, games) typical of your own country.
    - Prepare a video, slides, etc., from your country and if possible cook a light national meal or provide a portion of a meal/snacks/finger foods

- Encourage the delegates to develop an open and tolerant attitude towards the new experiences they will have in another culture
- The delegates should gather information about the culture they will be visiting such as its customs, family life, food, education system, religion, climate and language (delegates should learn some key phrases in the other language).
- Activities should be arranged to explore and discuss this information
    - Small groups of delegates could discuss the information they have gathered and then share their knowledge with the rest of the delegation
    - A session could be arranged to discuss some of the above topics in more detail, as well as concerns or fears delegates may have ("What if I don't like the food?" or "What if I can't figure out how to flush the toilet?")
- Encourage the delegates to explore their own culture and be prepared to explain it to their hosts
    - Prepare tapes with a variety of music
    - Prepare a dance, song, game, favourite meal, etc.
    - Prepare a scrapbook about your country, city, school, activities, etc.
    - Ask the delegates questions about their own culture to determine whether they would be able to answer questions that their partners may ask them
- Participate in all group activities during the programme

Communication and Assistance

- When you receive the hosting calendar from the partner Chapter, involve your LIC in reviewing it
    - Communicate suggested changes to the leader in the partner Chapter, within two weeks
    - You may suggest changes related to the balance of the group/family activities and concerns about safety or inappropriate activities that are not consistent with rules and procedures
- Prepare contact information to have on hand at all times during travel
    - The consulate or embassy address and telephone may be useful
    - Make sure you have a contact phone number for the partner leader(s), hosting families, and hosting LIC

Practical Responsibilities

- Encourage the delegates and families to use moderation in sending gifts and pocket money (the purpose of an Interchange is not to be a shopping or tourist trip)

During Travelling

Administration

- Take care of the delegates' documents
- Carry all passports, extra passport photos, airline tickets, and a photocopy of each passport
- Carry an original and one photocopy of the Health and Legal Forms for each delegate (photocopies should be given to each family upon arrival)

- The adult leader has guardianship of the delegates during the travelling phase of the Interchange
- Carry funds for emergencies and national night expenses (provided by the delegates' families)
- Unused money should be returned to the families

Communication and Assistance

- When the delegation arrives at the travel destination, report by pre-arranged manner to a contact family at home, who informs the others
- Legal Form allows the leader, host families and other CISV personnel to consent to health or other emergency care in the hosting country or during travel
- Wherever possible and if not detrimental to the health and safety of the delegate, the delegate's parents should be contacted before the administration of emergency care
- Leader should carry the originals of all health and legal forms at all times
- If any difficulties occur between any of the partners, make sure that first the leaders and families deal with them
    - Involve the hosting LIC if you cannot resolve the problem
    - Contact your own local Interchange committee/Risk Manager/board to seek advice and assistance if the problem cannot be resolved

After Travelling

Administration

- For Long Interchanges, the leader/junior leader and delegates meet with the LIC for debriefing
- Leader should provide accurate accounts concerning emergency money and return the balance to the families after the travelling phase

After the Programme

Educational Content and Training

- With the LIC/Chapter, organize a meeting with the delegates and their parents to debrief and evaluate the Interchange
    - Debriefing gives everyone the opportunity to consider (and express, if they wish) how the Programme has affected them personally, and how they might now do things differently because of the experience (the evaluation should be done in a creative and friendly way)
    - The purpose of the evaluation is to get feedback in order to avoid making mistakes in the future

Communication and Assistance

- Encourage your delegates and their families to continue to communicate with their partners between phases or after the programme is finished
- They should not forget to send "thank you" letters to the host families

ROLE AND RESPONSIBILITIES OF DELEGATES AND FAMILIES

Ongoing

Communication and Assistance

- Maintain an open and trusting relationship with your leader
- Inform your leader of any difficulty you experience

Before the Programme Begins

Administration

- Parents and delegates must understand and agree to follow CISV's behaviour guidelines (see InfoFile R-07 Behaviour Policy)
    - The LIC will obtain a signed acknowledgment of this document
    - Parents should discuss with their own children their expectations regarding behaviour

Communication and Assistance

- Tell your leader when it is not possible to attend a preparation meeting because of illness or other reasons
- Communicate with the partner and partner's family as soon as possible
    - Let them know about you, your country and how you live
    - Ask them about typical family time/free time in their household, or any other things you want to understand before the travelling phase

Practical Responsibilities

- The delegates and families have a responsibility to prepare themselves to enjoy, to learn from the programme and to act as good hosts to the visiting delegation and its leaders
- Many problems and misunderstandings can be avoided in advance if preparations are adequate

Before Hosting

Educational Content and Training

- Participate actively with the other delegates and families and your leaders to plan the calendar as a team according to the Guide
- Try to balance your activities to provide for both family time and group activities
    - Generally speaking this should work out as two days of family time for each day spent as a group
    - At least two-thirds of the time should be used for family activities
    - Weekends should be left free for family activities (note: weekend is not necessarily on Saturday/Sunday everywhere in the world)

During Hosting

Administration

- The host families share the expenses of all leaders, junior leaders and junior branch members who are helping with group activities
- The host family is to pay expenses for the visiting delegate in the same way as for their own child (e.g., transportation, group activities, family trips, meals and snacks)
    - Personal expenses should be paid by the visiting delegate from her/his own pocket money
    - When necessary, parents must arrange for transportation for group activities

Educational Content and Training

- Ensure that both your child and your guest delegate attend all group activities on the official calendar
- Participate in ongoing mini-evaluations to help the leader complete the Section 2 Form

Communication and Assistance

- Discuss with your guest the rules of your family and household, respecting his/her religious and cultural upbringing that may differ from yours
- Discuss the differences
- Contact your leader and the visiting leader should there be any problems
    - Remember, the visiting leader is the official guardian of your guest during their stay in your country
    - If necessary, contact your local Interchange committee or the DC (act soon, before the problem becomes too difficult to resolve)

Leader – Leader

Since the leaders know delegates from both countries, parents should turn to the leaders first.

Leaders – Hosting LIC

The leaders and hosting LIC are on site and are better able to handle problems than the parents and LIC of the travelling delegation.

LIC – LIC

If a problem is not resolved in the host country, then the host LIC should contact the travelling delegation's LIC. The parents of the travelling delegates should allow the LICs ample time to work on the problem. Communication with their own children at this point is not helpful and can even make the problem worse—parents should direct their communications to their LIC.

- Ensure that your guest knows that he/she can contact his/her leader at any time and provide them with that contact information

Practical Responsibilities

Peace through friendship is a wonderful goal, but friendship needs time to grow. Do not expect your guest to become a "friend for life" overnight. The first few days are a time to get to know each other. Your guest may be tired after a long journey.

Be considerate, act naturally, be relaxed and the friendship will have a good chance to develop in the following weeks.

- Delegates must be with their visiting partner during the entire hosting phase (jobs, camps, summer school, tournaments, etc., must be avoided by the delegate during the host phase if they exclude the partner from participating)
- Encourage your guest in a loving and kind way to try new foods
    - Try to find a balance between keeping your habits and being flexible to your guest's needs
    - Don't be alarmed if your guest shows a loss of appetite right after travel
- Help your guest feel like a family member
    - The main purpose of his/her visit is to learn and experience through living in a family and joining in the family activities
    - Explain your typical day and duties of family members
- Some ways to make your guest feel more at home might include:
    - Have the host delegate share a room with the partner where possible
    - Provide a space in the room for your guest's personal belongings
    - Give your guest the opportunity to be alone sometimes
    - Allow your guest to select favourite foods from the grocery store
    - Show your guest how to do practical things (e.g., laundry, flushing the toilet)
- Keep your guest's valuables (passport, extra money, etc.) in a safe place
- Your copies of the guest's Health and Legal Forms should accompany him/her at all times (originals are kept with the visiting leader)
- Be prepared for the home visit by both leaders soon after the delegation arrives
- Be informed about your guest's medications
- An adult should be at home during the hosting
- If both or the only parent works, an adult who is a CISV member should be available for supervision

Families must understand that constant parental supervision of the delegates while at home may not be possible. The parents of the visiting delegate must be made aware of this. It is certainly preferable that a hosting adult always be present while the delegates are at home. The adult should be a CISV member and/or part of the immediate family selected for hosting.

It may be that the host delegate is accustomed to staying at home or going to local places (such as school or friends' homes or movies) without an adult. Host families are expected to exercise the level of care and supervision deemed reasonable in their country and circumstances.

While an adult family member may not always be present, they and the adult leader must know at all times where the youth participants in their care are and the youth must be able to contact the adults and leaders. During the "family week/weekend" of the hosting phase, it is recommended that the adult leader is always within 3 hours of the host Chapter.

- Help your guest to overcome any feelings of homesickness
    - Do not feel offended if he/she looks unhappy

- Be supportive and remember that you have probably felt this way too at some time
- Advise the leaders immediately when homesickness is seen
- Sometimes it helps a homesick delegate if, with the partner, some time is spent with another visiting delegate and partner

Contrary to what you might think, frequent communication with home can actually make homesickness worse. For this reason, your guest's access to making phone calls and computer use should be limited. One brief phone call after arrival, and another mid-way through the sending phase, is adequate.

It is recommended that the families of both delegations agree to a single policy limiting communication with delegates when they travel. Parents from both countries observe the policy. Parents must trust their leader to contact them with necessary concerns, and should allow the host Chapter personnel to resolve problems.

Between Phases in a Long Interchange

Communication and Assistance

- Continue to correspond with your partner family
- Parents and delegates should meet frequently with the leaders and the delegation coordinator to prepare for the second phase

Before Travelling

Administration

- Obtain passport, visas or other required documents and get any necessary vaccinations
- 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)
- Give the leader the original and two photocopies of the CISV Health and Legal Forms at least one month before travel
- Give the leader copies of the passport photo and a photocopy of the passport at least one month before travel
- The families give the leader an agreed upon amount of money for an emergency fund, as well as money needed for any national night purchases
- The parents are responsible for the travel expenses of their own child and their share of the leader's travel expenses and the junior leader's travel expenses, if his/her participation is mandatory, or what is agreed for the junior leader's travel expenses if hi/her participation is optional
- Individual delegates are not permitted to leave the group for private travel before, during or after visiting the host delegation
- All delegates must come and leave as a group with their leader

Educational Content and Training

- Interchange delegates must prepare by attending all meetings prior to travel, and at least one parent or guardian should attend all family meetings

- Take the time to learn about the culture of the country of your partner
    - This could be done by reading, watching TV or films, visiting people in your area who know the culture or even by taking some language lessons

Communication and Assistance

- All parents are encouraged to ask their partner family what level of supervision will be provided for their child by the host family, should the parent(s) work during the day
    - Parents must understand that constant parental supervision of the delegates while at home may not always be possible

Practical Responsibilities

- Use moderation in sending gifts and pocket money (an Interchange is not a shopping or tourist trip)
- Don't expect your guest to become a "friend for life" overnight
    - The first few days are a time to get to know each other

During Travel

Administration

- The delegates may wear similar clothes while travelling, in order to be easily recognized by the leader
- All delegates must come and leave as a group with their leader
- Delegates must respect the customs and rules of their host family
- The delegate represent not only their family and nation, but also the CISV organization

After the Programme

Educational Content and Training

- Participate in post programme meetings to exchange experiences through discussions, showing photographs, films, etc.
- All youth delegates and parents must meet with the leader and LIC to debrief and evaluate the programme

Communication and Assistance

- Remember to correspond with your partner family after the programme is over

Practical Responsibilities

- After your experience, delegates should participate in JB activities and parents should support the local Chapter with their volunteer efforts

INTERCHANGE / HOSTING & SENDING

	Introduction	Role Profiles	Hosting and Sending	Education & Evaluation
Leader / Junior Leader	◆	◆	◆	◆
Participant	❖		❖	
Parents	❖	❖	◆	
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 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

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.

Sometimes an offer may be accepted that is dependent upon certain requirements. Some concerns may arise after an offer has been made and approved. In these cases, it is up to the Regional Coordinators for Educational Programmes to work with NAs and determine whether a programme will go ahead. These decisions may relate to any aspect of the programme, such as staffing, site availability or volunteer support. Assessments and decisions may also have to be made about the general security situation in the host NA.

The IO compiles a list of all the programmes and sends then to the Regional Coordinators for Educational Programmes to confirm the details. If needed, the IO may contact host NAs to ask about adjusting dates or changing age groups if they feel it might create a better spread of programmes. The 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.

INTERCHANGE PROGRAMME AND DELEGATION CHARACTERISTICS

Types of Interchange

- Short Interchanges are normally arranged for two weeks in each phase with a break in between; the programme must be completed within three months; it is not unusual for Interchanges that involve great travel distances, by mutual consent, to increase the duration of each phase to two and a half or three weeks
- Long Interchanges usually run three to four weeks in each phase; they exceed three months and must be completed within two years; long matches usually take place in July of two consecutive years, or on a July/December schedule
- All Interchanges can be arranged with two to four weeks per hosting phase

Age Groups

- Interchanges are arranged for three age groups: A (12-13), B (13-14) or C (14-15); age groups outside of those noted will not be accepted and partner Chapters cannot make arrangements contrary to this basic rule
- Junior leaders must be at least 18 years old and a minimum of 4 years older than the oldest delegate age allowed for the assigned age group; partner Chapters cannot make arrangements contrary to this basic rule
- Anyone over the age of 21 is considered a leader or additional leader

Group Size

- An Interchange can be done with a minimum of 6 and a maximum of 12 delegates from each country
- If the delegation from each country has 6 or 7 youths, a junior or additional leader is optional and must be agreed on by both Chapters; in case of 8 or more delegates from each country, it is required to have either two leaders or one leader and one junior leader from each country

Rules of CISV Interchange

- Interchanges are planned, prepared and operated according to the schedule established in the "Interchange administrative calendar"
- Partner Chapters are matched following "Interchange invitation Round procedures"
- Each National Association must pay the international Interchange programme fees when invoiced in the first year of the Interchange
- Contacts with Promotional Associations are established via the Regional Delivery Teams for Chapter Development
- According to the basic rules (Info File, C-03 Programme Basic Rules), participants must be the proper age some day between 1 June and 31 August of the first year for Programmes hosted during that period and between 1 November and 31 January for Programmes hosted that December and the following January
- Leaders must carry the original of the CISV Health Form and the appropriate CISV Legal Form for all participants; one copy must be given to the host family and one copy left in the sending Chapter
- Interchange delegates and their families must be instructed on CISV's educational approach, goals, rules and regulations before the Interchange programme begins, including CISV's policy on behaviour (InfoFile R-07 Behaviour Policy
- Host families and leaders must be members of their CISV Chapter or National Association
- Interchange families, delegates, leaders and junior leaders must participate in all scheduled group activities during the Interchange programme

INTERCHANGE FORMS AND CALENDAR

Following is a list with explanations of the forms used in Interchange. All CISV forms can be found on www.cisv.org.

FORM	DUE DATE	FILLED IN BY
Interchange Host and Participant Data Sheet	1 June	NIC
Interchange Confirmation & Contact Form (ICCF)	31 October	NIC
Interchange Friendly Intent Form	Exchanged by 1 November	Partner LICs
Interchange Final Agreement	25 January (or 1 week after reference number is issued for matches made after 19 January)	Partner LICs
Interchange Cancellation Form	As needed	NIC
Interchange Home Visit Form	During delegate selection process	Selection committee
Interchange Parents Interview Form	During delegate selection process	Selection committee
Staff-Leader Application Form	Prior to selection of leader or junior leader	Leader(s) or junior/additional leader applicant
Confidential Reference Form for CISV Leadership / Staff Position	Prior to selection of leader or junior leader	Referee for leader(s) or junior/ additional leader applicant
Interchange Information Form	Mid-March/Mid-October	All delegates, leader(s) and junior/additional leader
Address List	2 weeks after first phase	LIC
Programme Director's Planning & Evaluation Form (PDPEF)	2 weeks after hosting	LIC, with leader(s) input for section 2
Health Form	First day of programme	All delegates, leader(s) and junior/additional leader
Adult Legal Form (ALIF)	First day of programme	Adult leader(s)
Travel Without Adult Leader (TWAL)* *optional, in case of emergency travel without adult leader	First day of programme	Junior leader
Youth Legal Form (YLIF)	First day of programme	All youth delegates
Travel Information Form (TIF)	2 months before travel	LIC
Risk Management Checklist Report	3 days after mini-camp	LIC with Chapter Risk Manager
Incident Report Form (IRF)	As needed	Anyone

Interchange Host and Participant Data Sheet, due to IO by 1 June
On this form, each NA indicates to the International Office its requests for Interchange matches to begin the following year. Preferences for new matches include age, length (long or short) and region desired, but other comments can also be made (such as preferred dates, size of delegation, etc.).

Interchange Confirmation & Contact Form (ICCF), due to IO by 31 October
This form allows the NA to give final confirmation of its new Interchange matches after round 2, and informs IO of all necessary contact information for each match the NA has.

Friendly Intent Form, exchanged between LICs by 1 November
This form helps LICs begin their communication to negotiate all the terms of an Interchange match. After the form is exchanged to inform each partner what the other LIC prefers, they continue to correspond by email to work out their agreement.

Final Agreement, due to IO by 25 January (or 1 week after reference number is issued for matches made after 19 January)
This online form is used to inform the International Office about the terms of the Interchange, as agreed on by both partner LICs.

Interchange Cancellation Form, due to IO as needed
This form is completed by both partner NICs and contains the details about the cancellation.

Interchange Home Visit Form, due to Chapter prior to selection of a youth delegate
A member of the selection committee fills out this form during the selection home visit. It provides a record of the committee's impressions of the delegate, family and home, and insures that key topics are discussed during the home visit.

Interchange Parents Interview Form, due to Chapter prior to selection of a youth delegate
A member of the selection committee also fills out this form during the selection home visit. It provides a structure for the interview with parents and ensures that important topics have been addressed.

Staff-Leader Application Form, due to Chapter prior to selection of adult leader, junior leader or additional leader
Applicants for CISV leadership positions should submit this form prior to consideration by the selection committee.

Confidential Reference Form for CISV leadership/staff position, due to Chapter prior to selection of adult leader, junior leader or additional leader
Applicants for CISV leadership positions should ask at least two referees to submit this form to the selection committee. Each reference form is mailed in a sealed envelope, and is not to be seen by the applicant.

Interchange Information Form, exchanged between Chapters in March for matches that begin in June/July, or in October for matches that begin in December or April
These forms are used by the host Chapter to match partners from the two delegations. The hosting Chapter must also send the forms to their partner Chapter to give the partner LIC an opportunity to approve the matches. Once both Chapters agree on the matches of delegates, the partners' forms are distributed to the families in each country. Leaders, junior leaders

and/or additional leaders should also complete an Interchange Information Form, which is sent with the delegation's packet.

Address List, due to IO 2 weeks after the first phase
Although there is no required form for the Address List, there is an optional one available. The Address List (for one Chapter or for both Chapters) must include name, gender, date of birth, mailing address (street, city, country, postal code), telephone number and email address.

Programme Director's Planning and Evaluation Form (PDPEF), due to IO two weeks after the end of each host phase in a short programme, or two weeks after the end of the host phase in a long programme
This online form gives IO details concerning compliance with CISV rules by both delegations, along with descriptions of any violations or notable incidents. The Section 2 Form is used by the leader(s) throughout the programme to facilitate planning and evaluation of the Interchange's educational content.

Health Form, carried by adult leader
The Health Form documents the physical condition and medical history of all participants, whether delegate, leader or junior/additional leader. While originals of the form are kept with the adult leader, copies are filed in the delegation's own national office and/or Chapter, and given to host families upon arrival in the partner country.

Adult Legal Form (ALIF), carried by adult leader
The ALIF gives host Chapter members permission to seek medical assistance for the adult leader in case of an emergency. The original of the form is kept with the adult leader; copies are filed in the leader's own national office and/or Chapter, and given to host leader upon arrival in the partner country.

Travel Without Adult Leader (TWAL), carried by adult leader and junior leader
The TWAL gives host Chapter members permission to seek medical assistance for a junior leader in case of an emergency. Additionally, the form allows the junior leader to travel without the adult leader, in case of an emergency. The form is not required and is not used often. When used, the original of the form is kept with the adult leader; copies are filed in the leader's own national office and/or Chapter, and given to host leader upon arrival in the partner country (or as needed for emergency use).

Youth Legal / Insurance Form (YLIF), carried by adult leader
The YLIF gives the adult leader permission to seek medical assistance for a youth delegate or junior leader in case of an emergency. The original of the form is kept with the adult leader; copies are filed in the leader's own national office and/or Chapter, and given to host leader upon arrival in the partner country.

Travel Information Form, due to partner Chapter 2 months prior to travel
This form relates all the necessary information regarding travel to the partner Chapter: names of delegates, mode of travel, arrival and departure times and locations.

Risk Management Checklist Report, due to National Risk Manager 3 days after mini-camp
The LIC, with the Chapter Risk Manager submits this documentation of safety issues at the mini-camp site.

Incident Report Form, due to IO (copies to National and International Risk Managers) as needed

The person submitting the form gives the details of any incident of note (including medical, criminal or behaviour that is in violation of InfoFile R-07 Behaviour Policy).

INTERCHANGE ADMINISTRATIVE CALENDAR	DEADLINES: INTERCHANGES STARTING IN	
	JUN-AUG	DEC-JAN
Interchange Matching Data Sheet from LIC to NIC and National Secretary	25 May	25 May
Interchange Matching Data Sheet from National Secretary to IO	1 June	1 June
Invitation Round 1 from IO to National Associations	30 June	30 June
Invitation Round 1 acceptances/refusals from NIC to IO	25 July	25 July
Invitation Round 1 results (acceptances/refusals) from IO to National Associations	30 July	30 July
Invitation Round 2 (the Open List) begins	1 August	1 August
NIC distributes matches to Chapters	1 September	1 September
Begin selection process for leaders and delegates	September	September
NIC submits Interchange Confirmation & Contact Form (ICCF)	31 October	31 October
Exchange Friendly Intent Form between Chapters to begin negotiation of terms (do *not* send to IO, but copy NIC)	1 November	1 November
Final Agreement Form between Chapters due to IO: LIC completes online; LIC must be registered on myCISV and claim participation to access the online form	25 January (or 1 week after reference number is issued for matches made after 19 January)	25 January (or 1 week after reference number is issued for matches made after 19 January)
Preliminary formation of delegation and family orientation	January	September
Last date for cancellation without penalty (refer to Info file C-11); partner NIC and IO must be notified with reasons.	28/29 February	31 July
No *new* Matches after... (only re-matches for cancelled Interchanges)	28/29 February	31 July
Interchange Information Forms exchanged between LICs for pairing of delegates	15 March	15 September
Leader/junior leader attend local and national leadership training; parent and delegate training begin, first group meeting of delegates and leaders; pre-registration on myCISV	March	September
No re-matches for cancelled Interchanges after...	31 March	30 September
Pairing of delegates complete	31 March	30 September
Final notification of travel details (TIF)	2 months prior	2 months prior
Notify partner delegation of final hosting calendar	30 days before arrival	30 days before arrival
Risk Management Checklist Report from LIC to National Risk Manager	3 days after mini-camp	3 days after mini-camp
Address List to IO with copy to NIC	2 weeks after first phase	2 weeks after first phase
PDPEF due to IO: LIC completes online; leaders give Section 2 Form to LIC to help with Section 2. LIC must be registered on myCISV web site and claim participation to have access to the online form.	2 weeks after host phase	2 weeks after host phase
In Long-term Interchanges: continued meetings and communication	monthly	monthly

INTERCHANGE INVITATION/MATCHING PROCEDURES

The Interchange invitation process is a system by which all National Associations (NAs) and Promotional Associations (PAs) participating in the Interchange programme are matched according to the data provided by them to the IO. For a "category D" PA to participate requires approval of the Regional Delivery Team for Chapter Development. A "category E" PA may also participate with special arrangements, and approval must be obtained from the Regional Delivery Team for Chapter Development and the Regional Delivery Team for Educational Programmes.

In multi-Chapter associations the NA does the distribution of matches between Chapters. Each NA submits an Interchange Contact and Confirmation Form (ICCF) to confirm its matches, along with contact information for each match. The ICCF is due to IO by 31 October.

Collection of Data/Requests

The following data will be collected by the NIC from LICs for inclusion into the Interchange Host and Participant Data Sheet that each NA will send to IO by 1 June.

- Age Group of delegation
- Short or long term
- Region(s) in order of preference – give 1st, 2nd and 3rd choices.
- Possible dates of Interchange – June-August or December-January

With this data IO will complete round 1 matches and create an open list. NAs will be notified of round 1 matches and open list requests by 30 June.

Round 1 Matching Results and Open List

Round 1 Interchange matches and the open list should be checked for their accuracy by the NIC. The IO is advised by the NIC before 25 July of the following:

- Which Round 1 matches are accepted
- Which Round 1 matches are refused - Round 1 matches can be refused by the LICs for the following reasons:
    - Failure of the matching country to observe national association or international rules or standards
    - Travel too expensive
    - Concern for personal safety of the delegates
    - Other reasons, which must be specified
- Whether the NA wishes to be on the open list as indicated
    - If yes, confirm to IO that the requests are correct
    - If no, specify what changes are needed for each request in the open list
        - delete the request
        - change requested age
        - change long/short term request
        - change regions

- If a NA wishes to have additional Interchange requests added to the open list, the NIC must notify IO and specify the terms.

Round 2 Interchange Matches

National Associations will be notified by 30 July of Round 1 confirmations (acceptances and refusals). IO will facilitate round 2 matches. Round 2 begins 1 August, and ends 28/29 February (or 31 July for Interchanges beginning in December/January).

Each NIC must monitor the open list after Round 1 to be sure the requests for new matches are listed correctly. Any changes to the open list requests are made by emailing IO. In case of cancellation and upon request a country is placed on the open list of Interchange requests. IO notifies NAs and NICs when the open list is updated. It is the responsibility of the NICs to find new or rematch partners from the open list; IO is not responsible for negotiating new matches or rematches between partners.

To make either a new match or rematch (after being cancelled on) in Round 1 or 2, NICs follow these steps:

- Ensure that NA's request(s) on the open list are accurate; contact IO to make alterations
- Contact other NIC(s) who have requests on the open list to negotiate terms of a new match
- When the terms are agreed upon between two NICs, each NIC must email IO to confirm acceptance of the new match; NICs should also inform IO about which requests to remove from the open list
- IO will then issue a reference number for the new match in accordance with guidelines specified by CISV International and will delete the requests from the open list as indicated by the NICs

Cancellation Policy

The host Chapter knows best about conditions in its locality. If there are concerns about the safety of the host Chapter locality it is the responsibility of the host Chapter to thoroughly investigate the concerns and advise the visiting Chapter. While parents must make the final decision whether to send their children to a particular Interchange destination, it is important that no Interchange be cancelled without a thorough review of all information available.

Sometimes a cancellation becomes necessary, either because of an emergency, or because of financial difficulties.

Rules for Cancellation

- If families of a Chapter refuse to send their children to the partner Chapter because of political strife or other reasons, they nevertheless are obliged to host if the partner Chapter has purchased tickets; if this happens in a long Interchange it should be considered as a short Interchange without a return visit
- If the hosting part of a long term Interchange has been completed, and for some reason the return visit has to be cancelled, the Interchange partner must be notified at least 3 months prior to the scheduled second phase of the Interchange; the NA and NIC must also be notified at once so they may notify the IO with the reason why the cancellation was necessary

- Any Interchange cancelled after the deadline (28/29 February for Interchanges beginning in June/July, or 31 July for Interchanges beginning in December/January) will incur a penalty fee as specified in Info File C-11 Programme Cancellation and Penalty Fees on www.cisv.org; Chapters should take note that the penalty amount doubles after 31 March/31 August ('late cancellations')
- If an Interchange is cancelled after the deadline, upon the receipt of written reports from both Chapters and upon the recommendation of the Regional Delivery Teams for Educational Programmes, any documented expenses relating to delegation transportation or pre-arranged Interchange group activities (including Interchange mini-camp arrangements) shall be reimbursed by the NA of the cancelling Chapter, in accordance with InfoFile C-11 Programme Cancellation and Penalty Fees
- The Regional Delivery Teams for Educational Programmes may recommend to the IO, if time permits, to rematch the open Chapter with another Chapter if both delegations have had an orientation and if both Chapters agree
- The cancelling Chapter should notify their NIC to allow for a possible re-assignment of that match within their NA; if the NIC is unable to find a Chapter to re-assign the match to, then the NIC will submit the official notification of the cancellation to IO and the partner NIC, using the Interchange Cancellation Form the cancelling LIC should then send notice to the partner LIC

Late Rematch Procedure

In case of late cancellations (after 28/29 February or 31 July), rematches for countries that have been cancelled on can be made shortly after this deadline only with permission of IO. It is generally required that both countries being matched have the same number of delegates and have already started the process of preparing the delegations

AGREEMENTS BETWEEN CHAPTERS

Agreements are to be made between the two Chapters that have been matched. Frequent correspondence before the Interchange is most important and must start no later than 1 October and be well established by November 1. The Interchange Friendly Intent Form is the tool used by partner LICs to begin negotiation of the terms of the Interchange match (see Hosting an Interchange for NAs). Following is a description of topics to be decided on using this form and the follow-up in correspondence between the LICs.

By 1 November

Agreements between the two Chapters (using the Friendly Intent Form as the starting point) should be well underway by November 1 and should include the following:

- Age group
- Dates and travelling terms – for both phases
- Hosting order – which delegation will host first (It is recommended to arrange the travel time so the travel does not interfere too much with school days, but it may be acceptable for the travelling delegation to visit when the hosting delegation still has a few school days left before vacation.)
- Delegations
    - the gender of the adult leaders, and if it is okay for the leaders to be different genders

- the size of the delegation (how many boys, how many girls)
- whether or not to use a junior or additional leader, if optional

It is not recommended for only one of the Chapters to use an optional junior or additional leader, as this creates difficulties with hospitality for the "extra" person.

- **LIC contact information** – it is advisable to list an alternate to the LIC
- **Date for selection and preliminary group formation** –partner LICs should communicate often about the recruitment and selection processes and work together to form evenly matched delegations, keeping in mind that the final agreement is due to IO by 25 January

By 25 January

All the terms of the Interchange should be finalized by 25 January. Both LICs indicate their approval of the terms by filling in their relevant portions of the Final Agreement (see Hosting an Interchange for NAs) and submitting it to IO.

By 28/29 February (or 15 August, for Matches Beginning in December)

This is the last date that an Interchange can be cancelled without incurring a financial penalty. Cancellation penalties are noted in Info File C-11 Programme Cancellation and Penalty Fees on www.cisv.org. Note that a Chapter cancelling an Interchange less than 90 days before the scheduled date of departure will be responsible for lost expenses of the other Chapter.

After 28 February/15 August

The following items should be finalized and communicated to the partner Chapter:

- **Preparations** – training is given for the delegation and their families about CISV goals and the culture of the partner Chapter
- **Pairing of delegates** – see "Pairing Process and Criteria" for full explanation
- **Hosting home visits** – adult leaders from both countries are required to visit each family's home; the visits should be included on the hosting calendar, to take place as soon as possible after the arrival of the travelling delegation
- **Accommodations** – leaders and junior leaders should exchange information about the living situations in each country, and include details about distances between host families, transportation that will be used, what public places are located nearby (library, drug store, etc.)
- **Programme** – family and/or group centred programme activities planned by hosting delegation, in accordance with educational goals of Interchange;

- **Travel arrangements** – LICs and leaders exchange information about travel details; the Travel Information Form informs the partner Chapter about each delegation's plans, and each Chapter offers advice about best connections, train schedules, etc.
- **Pocket money** – partner Chapters should agree on recommended amount and explain what different things like soft drinks, ice cream, souvenirs, etc., cost in the host country
- **Correspondence** – although the leaders will communicate directly with each other about the above topics, the LICs should continue to monitor the planning of the

programme.; in addition, the families and delegates will correspond with their partners to clarify expectations about the experience

FIRST TIME INTERCHANGES

Interchanges with Promotional Associations (PAs) are arranged with the approval of the Regional Delivery Teams for Educational Programmes and for Chapter Development. An experienced NA will be appointed as Interchange partner and act as a mentor.

NAs or Chapters that are participating in their first Interchange must travel first, thus experiencing the partner Chapter's hosting before hosting the second phase.

Guidelines for First Time Interchanges

This section applies to Chapters or NAs that are participating in their first Interchange programme. Some special points for Promotional Associations will be mentioned. The experienced Chapter must take the initiative to contact the inexperienced Chapter well in advance of the 1 November deadline to exchange the Interchange Friendly Intent Form. This contact should:

- Ensure that the new Chapter has a copy of the Interchange Guide as well as ideas for training or activities
- Introduce yourself, your Chapter and culture; be brief and avoid complex language
- Send the Interchange Friendly Intent Form with the Chapter 1 portions filled in; ask the LIC from the inexperienced Chapter to fill in the parts for Chapter 2, and offer assistance as needed

Further contact should allow partner LICs to:

- Discuss the proposed terms of the Friendly Intent Form including proposed dates, delegation size, and number of leaders

NOTE: Although in a typical Interchange the number of leaders is the same for both countries, it may be acceptable—and provide a sense of security—for the inexperienced Chapter to send a junior or additional leader, even when the experienced Chapter does not select that role (when the role is optional). Such an arrangement should be mutually agreed on, however, and the experienced Chapter will provide suitable accommodations and cover hosting expenses (not to include spending money) for the "extra" leader from the inexperienced Chapter.

- Share evaluation and follow-up throughout the programme

Additional guidelines and suggestions:

- Communicate using different means, finding the most efficient way for that particular combination of Chapters
- Establish contact with more than one person in the new Chapter to diminish the risk of losing communication; send a copy of all the communication to the alternate contact

Promotional Associations

Interchanges with PAs, categories D and E, can only be matched with permission of the Regional Delivery Teams for Chapter Development and for Educational Programmes.

- The experienced Chapter must communicate continuously with the Chapter Development Promoter assigned for that PA
- If there is no contact between the Regional Delivery Team for Chapter Development and the PA, the Regional Delivery Team for Chapter Development will inform the Regional Delivery Team for Educational Programmes and the Interchange should be declared void by the Regional Delivery Team for Educational Programmes; this should be done no later than 1 January

New Chapters in an Experienced NA

If an experienced Interchange NA assigns an Interchange to a Chapter that has not participated in the Interchange programme before, the NIC should inform the NIC of the partner NA about this, so that he/she can select an experienced Chapter for the Interchange. The NIC of the inexperienced Chapter should closely monitor and assist the Chapter throughout the Interchange.

NAs Starting the Interchange Programme

- The NA assigns an NIC, who can concentrate on the Interchange programme.
- The NIC should, if possible, take part in a regional Interchange training.

The NA/NIC should contact a neighbouring country with experience in the Interchange programme, for help (take part in the leadership training, conduct leadership training, etc.)

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 Info File 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.

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

Hosting Costs for Interchange

Host Families share the expenses of all leaders, junior or additional leaders and junior branch members who are helping with group activities. Each family also pays for their visiting delegate's expenses in the same way as for their own child (e.g. transportation, sightseeing, trips and meals that are not part of the group's hosting calendar). The visiting delegate should pay personal expenses from her/his own pocket money. When necessary, parents must arrange for transportation for group activities. Other costs that host families could expect to pay include:

- CISV membership (annual dues)
- International, national and/or local fees
- Leader training (usually billed by NA/Chapter)

Sending Costs for Interchange

Different NAs or Chapters have different practices in billing families for Interchange. The NA or Chapter may cover some of the expenses, and families interested in participating in Interchange should become fully informed before committing to the programme. The National or Chapter Treasurer should be able to answer questions on this topic, but following is a list of items that must be covered during the Sending Phase of an Interchange:

- Passport, visa (when applicable)
- Travel expenses for their own child

- Their share of the travel expenses for the leader and junior/additional leader (some Chapters pay some or all of the travel expenses for leaders and/or junior/additional leaders)
- A physical examination and any required vaccinations
- Emergency fund (refundable if not used)
- National Night costumes, booklets, groceries, decorations, etc.
- Small gifts for the partner host family members
- Their own child's personal spending money

SELECTION OF LEADERS

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.

With the exception of international Seminar Camp staff (who are selected by the Regional Delivery Teams for Educational Programmes), this responsibility lies entirely with the NA/Chapter. Each NA/Chapter must appoint a representative or committee responsible for selecting and screening all of the people who will be in contact with participants.

CISV has established some guidelines and some specific procedures to make our selection process as fair and as safe as we reasonably can: InfoFile R-06 Selection Guidelines for Persons with Programme Responsibility, and R-05 Guidelines on Discrimination, Selection & Behaviour. They set out, in general terms, who may be considered an appropriate candidate and what kinds of factors should/can be considered when reviewing applications.

In addition to these selection guidelines, CISV International has also established specific procedures appropriate to the different responsibilities which help us to keep a record of the decisions made and candidates selected. These procedures are set out below for each type of programme responsibility and must be applied consistently throughout the organization. Unless otherwise indicated, they apply to all CISV's international programmes and it is recommended that similar procedures be adopted by NAs for national and local programmes and activities.

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 additional 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 sex stated on the Friendly Intent Form. For other programmes, NAs are asked to make best efforts to find leaders who are of the sex 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

CISV MEMBERSHIP

All leaders must be members of their local CISV Chapter or National Association or join once they are selected prior to the start of the programme.

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, as noted at the top of the first page of the form. The form must be signed by the applicant.

REFERENCES

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

Police checks are required for all staff/leaders (aged 18+) at all CISV International programme and activities.

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 and youth 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 IO and the Regional Coordinators for Risk Management 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.

Will any Criminal Record Mean that the Person Cannot be Selected?

InfoFile R-06 Selection Guidelines for Persons with Programme Responsibility outlines selection guidelines for persons with programme responsibility. Among other things, it states:

Persons with a history of arrest/conviction/treatment of the following behaviours, except in cases of unusual circumstances, are considered inappropriate for a position of leadership/trust in CISV:

- Serious criminal activity

- Alcohol/drug abuse
- Dishonesty
- Emotional or behavioural disturbance
- Sexual or physical abuse
- Prejudice or intolerance
- Violence or lack of self-control
- Unable to handle stress appropriately

Having a record, in itself, does not necessarily mean that the person cannot participate. It depends on the contents of the record and whether it relates to serious criminal activity.

CISV has NAs in 70+ countries and there are vast ranges of criminal acts, some of which are not considered criminal everywhere. Some criminal convictions can be removed from a record after a certain time. Some may have happened long ago and no longer be relevant. Not all crimes are relevant to a person's capacity to serve in a position of trust today. There is a judgment to be made in each case. Some examples of convictions that would clearly be a bar to participation are: crimes involving violence and/or sexual assault or the trafficking of illegal drugs. The word "serious" in the InfoFile document means, however, that convictions such as minor traffic code violations (even if criminal) or juvenile/youthful indiscretions would not necessarily prevent CISV participation later in life. In addition, it is possible that while a person has no conviction, a series of arrests or charges for violent behaviour, abuse or distribution of illegal drugs, is relevant and would disqualify them.

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 and youth 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.

THE SELECTION PROCESS

The CISV member at the local or national level who is responsible for staff/leader selection must review the Staff-Leader Application Form and the two Reference Forms and, in countries where this is possible obtain and review a police record check on the applicant.

An interview must be held and references must be checked. No selection can be made until all of the necessary documents have been received, reviewed and found to be satisfactory. The CISV member responsible for staff selection then signs the Staff-Leader Application Form, under the applicant's signature, to certify that the correct procedures have been followed. For Seminar Camp, the Staff-Leader Application Form and two Reference Forms are then forwarded to the IO, which, in turns, shares them with the Regional Delivery Teams for Educational Programmes.

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.

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:

- All police checks should be destroyed within 6 months
- If a person applies and is not selected, all the application information should be destroyed within 6 months
- If an applicant is selected, then the application information (other than police checks) should be kept for 12 years, then destroyed

Training

All leaders must receive appropriate training for their role.

In addition to compliance with the process outlined above, the Interchange leader or junior leader applicant should have sufficient communication skills in English, the official language of CISV programmes. The leader candidates could be involved in any selection activities planned for the Interchange delegate applicants so the committee can observe how the leader candidates work with the children and deal with the parents.
To ensure a fair selection process, the process must include:

- Information from the application and reference forms
- A home visit, interview with leader/junior/additional leader applicant, and assessment of his/her interest in Interchange (home visits are critical to the selection process for risk management concerns); the selection committee must ensure that the leader / junior/additional leader is appropriate for this particular CISV programme and understands the commitment level required; the candidate must also agree to attend local and/or national leadership training

Other Information about Selecting Adult Leaders

Once the list of candidates has been prepared, the following priorities are recommended, in the order listed, for selection of the leader:

1. Leaders with proven capabilities in CISV, particularly with children of the same age as the Interchangers, would be ideal
2. Leaders with other experiences with youth
3. It is not recommended to select a parent as a leader; however, if this is the best option, the different roles for parents, leader and junior leader should be clarified

Other Information about Selecting Junior/Additional Leaders

It is recommended to have a junior or additional leader as a part of every Interchange, but when the delegation size is 6 or 7, it can only be done when both Chapters agree on it. A junior or co-leader is **required** for delegations of 8 or more delegates. One aim of having a

junior leader in an Interchange should be to promote juniors to be well-qualified future leaders. A junior/additional leader's role in an Interchange is to give the leader assistance in all tasks in each phase of the Interchange.

Should the adult leader become unable to fulfil his/her duties, an additional leader who is 21 years old or above may assume the complete responsibility of the delegation. A junior leader (age 18-21) may **not**, under any circumstances, take the responsibility of the delegation. In such an event, a new person (age 21 or older) will be appointed to have the responsibility for the delegation.

Once the list of candidates has been prepared, the following priorities is recommended, in the order listed, for selection of the junior/additional leader:

1. Candidates with previous CISV experience
2. Candidates with other experiences with youth
3. It is not recommended to select a junior leader whose family member is part of the delegation

Expenses of the Junior/Additional Leader

When a junior leader is required (due to delegation size of 8-12), his/her travel expenses should be covered in the same manner as for the adult leader. If the role of junior/additional leader is optional, the travel expenses are covered in accordance with the home Chapter's policies.

During the hosting phase, the programme costs of the two partner junior/additional leaders are paid for by the hosting families except for out of pocket expenses such as souvenirs, occasional snacks, items of a personal nature and telephone calls to home.

KITCHEN STAFF FOR MINI-CAMPS

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 programme responsibility and are ever to be left alone with participants, then they must go through the same application procedures (outlined above) as all other staff/leaders. If they are Chapter volunteers then they must go through the same screening as other Chapter volunteers (see below).

CHAPTER VOLUNTEERS AND OUTSIDE PARTIES

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

If these volunteers are to have any programme responsibility and are ever to have sole responsibility for or be left alone with participants, then they must go through the same application procedures as staff / leaders (see above).

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 youth 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 youth participant should never be left alone with an outside party or even a Chapter volunteer who has not gone through the application/reference 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.

All of this information must be kept confidentially and securely. 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 and should be checked:

All police checks should be destroyed within 6 months,

- 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 12 years, 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 the person identified.

PRE-REGISTRATION ON MYCISV WEBSITE

When staff/Interchange leaders are selected, they need to register on myCISV and claim participation in their upcoming programme. It is then the responsibility of the host NA to confirm the names of the staff / Interchange leaders to the IO, who will then give them programme manager status on myCISV.

Why it is Important to Register on myCISV

In order to maintain CISV International's membership database and to keep accurate participation numbers, everyone who participates in an international CISV programme must register on myCISV and claim participation in their upcoming programme. Every

international CISV programme needs at least one programme manager on myCISV. The programme managers should ideally be the host staff/Programme Director (for Village, Seminar Camp, Youth Meeting, Step Up, IPP and Mosaic) and the Interchange leader (for Interchange).

The function of the programme manager is to approve/deny the pre-registration claims made to the programme before it goes ahead. During the first three days of the programme, the staff/Interchange leaders need to check that everyone who has arrived at the programme site is also registered for the programme on myCISV.

The benefit of pre-registration on myCISV is further to allow participants to contact staff before the programme and to facilitate the administrative tasks of the staff group.

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.

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 with InfoFile R-05 Guidelines on Discrimination, Selection and Behaviour and R-06 Selection Guidelines for Persons with Programme Responsibility.

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 C-03 Programme Basic Rules.

You can be a participant in more than one Interchange.

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 be the proper age in the general programme period, in the year in which the programme is hosted, specifically:

a. Some day between 1 June and 31 August for programmes hosted during that period
b. Some day between 1 November and 31 January for programmes hosted during that period
c. Some day between 1 March and 31 May for programmes hosted during that period

Sub-sections (a), (b) and (c) apply to all programmes, except Mosaic.

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. A proper process for selecting and supporting these families will ensure:

Interchanges take place almost entirely within a host family home.

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

The following minimum criteria are necessary when considering 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
- No known history of abusive or inappropriate behaviour in the home
- 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 and that one adult is of the same sex as the participants. For the protection of child, youth and adult participants, it is recommended that no adult should spend time alone or unobserved with any one child, youth or group of

children or youths. 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.

CISV Membership

Host families must be members of their local CISV Chapter or National Association or join once they are selected and before the programme starts.

SELECTION OF FAMILIES AND DELEGATES FOR INTERCHANGE

Recruiting

Opportunities to become an Interchange delegate or leader should be publicized in the Chapter and the local community. A newsletter and/or website could be used and information might also be provided to schools, community centres, and local media.

Application and Selection Process

Those who are interested in taking part in the Interchange programme may need to complete a Delegate Application Form or NA equivalent and an Interchange Information Form (see Hosting an Interchange for NAs). In Interchange, selection of the family is as important as leader selection, because families will provide the majority of supervision during each hosting phase. The selection process must include:

- Information from the application
- Police check
- A home visit
- References

To ensure a fair selection process, it is recommended that applicants be evaluated. Consider the following priorities for formation of the Interchange delegation:

1. Commitment of the delegate and their family in CISV local activities
2. Select children who were not able to attend a Village
3. Select newcomers before those who have had an Interchange experience
4. Select children who have been in a Village, but not in an Interchange
5. Select children with previous Interchange experience

It is important, where possible, to create a balanced Interchange delegation. Delegates and families that have CISV experience need to be balanced with those who are new to CISV.

Risk Management through Careful Selection

The families share the supervision of delegates with 2-4 leaders. Families have more responsibility in Interchange than in other CISV programmes since the delegates live in individual homes. The selection of appropriate families must be done with utmost care.

Some parents do not give information that is complete or detailed enough when submitting the application materials, Interchange Information Form, or Health Form, or when speaking

directly with the selection committee, LIC or leader(s). As a result, delegates with behaviour problems are sometimes selected without CISV personnel being aware of the issues. Sometimes a delegate whose problems are controlled by medication may not be taking the medicine properly. Parents must be trained about the importance of full disclosure. Reference forms may help alert the selection committee to areas of concern.

After selection, the LIC and leader are responsible for ensuring that the families are thoroughly trained about their roles and responsibilities during the Interchange.

STORING AND KEEPING PERSONAL DATA

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All of this information must be kept confidentially and securely. 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 and should be checked:

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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 the person identified.

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In order to maintain CISV International's membership database and to keep accurate participation numbers, everyone who participates in an international CISV programme must register on myCISV and claim participation in their upcoming programme. Every international CISV programme needs at least one programme manager on myCISV. The programme managers should ideally be the host staff/Programme Director (for Village, Seminar Camp, Youth Meeting, Step Up, IPP and Mosaic) and the Interchange leader (for Interchange).

The function of the programme manager is to approve/deny the pre-registration claims made to the programme before it goes ahead. During the first three days of the programme, the staff/Interchange leaders need to check that everyone who has arrived at the programme site is also registered for the programme on myCISV.

The benefit of pre-registration on myCISV is further to allow participants to contact staff before the programme and to facilitate the administrative tasks of the staff group.

PAIRING PROCESS AND CRITERIA

PAIRING PROCESS

Each Chapter requires delegates, families, leaders and junior leaders to fill out Interchange Information Forms and then the partner LICs exchange them. CISV International guidelines on communication must be adhered to when transmitting personal delegate information (see "Risk Management").

NOTE: Although leaders and junior leaders are automatically paired with the person selected by the partner Chapter, they should still submit the Interchange Information Form to give information about their home, interests or other information.

This exchange of forms should happen in the first week of March for programmes that begin in June/July, since the final pairing of delegates will be completed by 31 March. For programmes beginning in December, the forms should be exchanged in the first week of October, with final pairings completed by 31 October.

The host Chapter makes the first suggestion for pairing. The LIC, the delegation coordinator, the leader and/or junior leader should do the pairing. The travelling Chapter should answer as soon as possible and may make alternate suggestions.

Final pairing of the delegates must be completed by 31 March and 31 October, respectively. The children and families should start corresponding as soon as possible, after pairing.

PAIRING CRITERIA

The following should be considered when matching the delegates into pairs:

- Use information sources:
    - Information Form
    - Reference letters
    - Confidentially exchanged impressions about the participant
- Allergies to food, animals, fabrics, cigarette smoke, environment, etc.
- Maturity
- Languages spoken by family members
- Eating habits
- Interests and/or hobbies
- Age
- Personality

Pairing Delegates with Special Needs

Any delegate with special needs must be brought to the attention of both Chapters. Leaders must be made aware of medical, dietary or religious requirements, etc., of a delegate so that, if required, the delegate can be placed in the appropriate hosting family.

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.

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 Info File R-07 Behaviour Policy, which should also be part of youth training). Be very clear which rules and points are non-negotiable.

✓ 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.

✓ Money

The economic status of many participants varies. It is important to decide upon a 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. It is important for all of the participants to feel comfortable. If everyone has the same amount of money, nobody will feel excluded. Participants might need money for a camp shop and for shopping day (if this is chosen as an excursion). Give examples of prices (e.g., cola, stamps, post-cards) so that they can come prepared. Inform them about access to and availability of a bank or automated teller machine (ATM).

✓ 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.

✓ 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.

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. The CISV Governing Board, has the authority to determine whether or not a programme will be cancelled due to safety risks.

In making its decisions, the Governing Board seeks input from such sources as Regional Risk Managers, International Risk Manager, Secretary General, other relevant Regional Coordinators, CISVers in the host NAs and government travel advisories. 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 possible.

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.

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/youth 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.

Will CISV International Cancel Programmes?

No one can guarantee absolute safety anywhere. CISV International monitors security situations in hosting NAs and will cancel a programme or cut it short if they feel that the risk is too high. However, 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 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.

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 password protected. Passwords 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.

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 and youth at the programme, children and youth 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).

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 Report Form. 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 a site is not easily accessible, the Chapter will need to arrange for group transport from a common meeting point to the site.

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.

ON SITE/CHAPTER 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

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.

SPECIAL NEEDS OF PARTICIPANTS

Some participants may have special needs regarding medical conditions, dietary requirements and access to facilities. Try to find out about these as early as possible. 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.

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.

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 boys, girls and adults

- 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 for boys and girls
- Separate toilets for boys and girls
- Space for luggage
- Clean and sanitary conditions

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 (While it is not necessary for every site to have e-mail or fax, one or the other is needed in addition to a 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

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.

COMPONENTS OF THE HOSTING PROGRAMME

To reach the goals of CISV through an Interchange depends on the way the host delegation plans the time that their guests will spend in the hosts' culture. Both aspects of the Interchange (family and educational content) must be well balanced in order to reach the CISV goals.

Balance the calendar to provide for family time and group activities. Generally speaking, this should work out as two days of family time for each day spent as a group. Weekends should be left free for family activities. One third of the schedule should be group activities. The family week / weekend should not be scheduled before the second week of the programme

Educational Content / Theme

It is important that every Interchange have educational content in keeping with the programme goals. This may include a theme, perhaps for group activities or during the mini-camp.

Welcome Party

- Hold a welcome party for the delegates, leaders, and parents after the visiting delegation has an opportunity to rest from their travels
- Provide nametags

- Make any practical announcements about the next steps in the programme, such as where and when the next meeting will be
- Plan the party to allow for flexibility

Leader Home Visits

The adult leader will accompany the visiting adult leader to do hosting home visits as soon as possible after the visiting delegation's arrival. This gives the visiting leader an opportunity to see where each of the visiting delegates is staying, and to get to know each of the host families in a more personal way.

Family Time

Excursions should belong to the family, but most of the family time should be spent experiencing normal family life. Emphasize the importance of visiting places nearby and/or typical of your culture. Experiences should be as equal as possible; there may be some jealousy if one or two families plan long expensive trips.

Families should keep in mind that their child and partner will also need some "down" time to relax and enjoy sharing unstructured time with the family. Avoid scheduling too many activities.

Group Activities

Group activities should fit the educational goals of the Interchange programme. Every effort should be made to organize activities that are not expensive, and families should be encouraged to participate. Time should be set aside at the beginning of each group activity for delegation time. This allows delegates to speak in their own language and gives the leaders a chance to address any concerns or questions. There should also be time when the delegations are together for evaluation. Parents will have to provide transportation in many cases. Following are some suggested types of group activities; several of these could be combined for a particular day's group activity time.

- Joint cultural/programme orientation
    - Provides an opportunity for both delegations, families and leaders to be comfortable and well informed at the beginning of the programme
    - May also be a chance to answer more general questions about the host Chapter and city, and to exchange useful words and phrases in one another's languages
- Getting to know each other
    - Name games
    - Ice-breaker activities and energizers
    - Use JB as a resource
- Getting to know the area
    - JB members can help plan and run activities to help the visiting delegation get to know the area
    - Information about the area to give guest delegates: pamphlet, video, post card, etc.
    - Orientation of public transportation

- Ensure that each visiting delegate has on their person the name, telephone number(s) and address of the host family and leader

- Other group activities
  - A visit to a museum, park, memorial site, etc., to show the history or traditions of the area; expensive activities are not necessary; plan activities with a theme in mind
  - Social meetings with games and discussions about Interchange goals, family life in both countries, traditions, folk dances, etc.
  - Community service project: it is strongly recommended that the host delegation organize a project in their community in which all participants can be involved (families could even be invited to join); ideally, the project would include collaboration with a like-minded organization (LMO)

Mini-Camp

- The mini-camp will last for a maximum of three days and may include two overnights stays; for a hosting phase of only 2 weeks, the mini-camp should last only 1 or 2 days and may include one overnight the focus of Interchange is living with a host family, not doing camp-based activities
- The LIC and the Chapter Risk Manager, in cooperation with the leaders and the parents, organize a suitable campsite
- Typically, only delegates, leaders and junior/additional leaders attend, but parents or other local CISVers may assist by being staff (e.g. kitchen staff) and do all the logistic work; some Chapters have had great success organizing mini-camps to include the host families; care should be taken that all the families are included if that is the case, and extra "staffing" support may be required
- In addition to the 2 adult leaders, 2 other adults are required to be present at all times during the mini-camp
- Leaders and LIC are responsible for the CISV educational content and Junior Branch members may be asked to assist with planning and leading activities
- The host families or a common fund cover costs
- An evaluation of the mini-camp should be done at the end of the camp
- The LIC works with the Chapter Risk Manager to ensure that the Risk Management Checklist Report is completed three days after the mini-camp, with copies to those indicated on the forms
- The programme of the mini-camp could include:
  - A theme that helps in planning activities
  - Getting to know you games
  - Singing
  - Drama
  - Games and activities
  - Arts and crafts
  - Sports (surely the delegates have ideas)
  - Role games

- A multi-national mini-camp with more than 2 delegations is possible if the delegations are the same age group and the host phase of the delegations has started at approximately the same time
- In a long Interchange, it is possible to have two short mini-camps: a short "get to know you better" camp followed later in the month with an educational, theme-oriented one
- In short Interchanges the delegations might consider a 'get to know you better' mini-camp in one country followed by the educational camp in the partner country

Risk Management for the Mini-Camp

Each hosting Chapter must have a 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, he/she must use the Risk Management Checklist Report. By day 3 of the mini-camp, the Risk Manager must have visited the site and completed the form. Most of the questions are ones, which must be addressed during the preparation of the programme. This report form serves as a final check by the Chapter 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 his/her report to the NA board.

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

Site Insurance

All programme or Interchange mini-camp sites must be insured.

Whenever Chapters lease or borrow a site for a programme, remember to check that it is insured. If insurance is not provided by the landlord, the Chapter must purchase appropriate insurance. Involve the national or local risk manager to arrange this.

Family Week/Weekend

Every Interchange includes a special family time – usually referred to as the family week / weekend – not to exceed three days in a two week stay, four days if the stay is between 16 and 21 days, and six days in a four week stay. The host families determine the dates for this event, but it should not be scheduled before the second week of the programme.

Avoid long, expensive trips; it can create a bad feeling within the group if one or two families are more extravagant during family week. However, delegates should not expect their experiences to be the same for everyone; there will be differences for each individual, and all delegates must accept those differences. Families should visit places that are typical of their family holiday, visit relatives, points of cultural interest or enjoy activities that would not be suitable for the whole delegation. Families must notify leaders of their travel plans and share contact information.

National Night

Plan a time when the visiting delegation can tell you about their country, show films or slides and serve a light national meal. Communicate with your partner concerning their needs and

provide the appropriate facilities. Inform them about the number of participants and give them other information that might be useful for preparation. Any costs associated with the national meal are to be paid by the visiting delegation. This would include groceries that are purchased in the host country.

This is a time when the visiting delegation shows a film or slides, does a presentation of song and/or dance, and perhaps serves a light national meal or snack to share their culture with the host families. The hosts provide a location that meets the needs of the visiting delegation, including audio-visual equipment and cooking capabilities. Hosts usually take the visiting delegates in the afternoon to the site where their national night will take place, to give the visitors time to decorate, cook, practice their dance, organize costumes in a dressing area, set up slides, etc. Then, the hosts will return in the evening for the presentation. If the serving of national food is a small snack or taste rather than a complete meal, the host families may make arrangements for dinner.

Farewell Party

A farewell party for the delegates, leaders, and families should be planned approximately 2 days before the end of each Interchange phase. This would be the time to share memories and finalize departure plans. Families should return any valuable items and/or documents (i.e. passport) to the leader(s).

SAMPLE CALENDARS AND ACTIVITIES

Samples of calendars for both a short Interchange (two-week phase) and a long Interchange (four-week phase) are shown below. Interchanges could begin at any time during the week, not just on the days indicated in the sample programmes. For Interchanges with 2.5 to 3 week phases, the calendar must be modified, keeping in mind that there should be two family days for every group day. Note that mini-camp is shorter in a short interchange.

Short Interchange

DAY	MORNING	AFTERNOON/EVENING
Saturday	Arrival	Family time
Sunday	Family time / leader home visits	Welcome party
Monday	Family time / leader home visits	Family time / leader home visits
Tuesday	Group activity	Leader home visits
Wednesday	Family time	Family time
Thursday	Group activity	Group activity
Friday	Family weekend	Family weekend
Saturday	Family weekend	Family weekend
Sunday	Family weekend	Family weekend
Monday	Mini-camp	Mini-camp
Tuesday	Mini-camp	National night
Wednesday	Family time	Family time
Thursday	Group activity / evaluation	Farewell party
Friday	Departure	

Long Interchange

DAY	MORNING	AFTERNOON/EVENING
Saturday	Arrival	Family Time
Sunday	Family time / leader home visits	Welcome Party
Monday	Family time / leader home visits	Family time / leader home visits
Tuesday	Group activity	Family time / leader home visits
Wednesday	Family time / leader home visits	Family time / leader home visits
Thursday	Group activity	Group activity
Friday	Family time	Family time
Saturday	Family time	Family time
Sunday	Family time	Family time
Monday	Mini-camp	Mini-camp
Tuesday	Mini-camp	Mini-camp
Wednesday	Mini-camp	Family time
Thursday	Family time	Family time
Friday	Group activity	Group activity
Saturday	Family week	Family week
Sunday	Family week	Family week
Monday	Family week	Family week
Tuesday	Family week	Family week
Wednesday	Family week	Family week
Thursday	Family week	Family week
Friday	Group activity	Group activity
Saturday	Family time	Family time
Sunday	Group activity	National night
Monday	Family time	Family time
Tuesday	Group activity	Family time
Wednesday	Family time	Family time
Thursday	Family time	Farewell party
Friday	Departure	

ARRIVAL

CHECKING PARTICIPANTS' HEALTH AND OFFICIAL FORMS

It is recommended that when you meet participants at the airport/train station, you bring them to a central location to be welcomed by Chapter members and/or programme staff. Upon arrival, immediately check that every participant has completed the Health Form and the relevant Legal Form, and also check that the Health Forms have been dated within the last three months. It is helpful if, at a central meeting place or soon after arrival, an appropriate medical professional (nurse or doctor) is present to conduct a general 'well-being check' on everyone. This check is intended to guard against the spread of communicable pests and diseases, including such things as lice and influenza. This has been an effective risk management practice for some NAs and it considered good practice for all NAs.

In Interchange, the leader, junior/additional leader and host families meet the arriving delegation at the airport or train station. After introductions and baggage collection, but before the delegates are taken home by their hosts, the visiting leader distributes a packet to each host family with copies of Health and Legal Forms, passports, any information about medications, etc. The visiting leader keeps all original travel documents.

The LIC or Chapter Risk Manager or board member from the Chapter should also meet the visiting delegation and review all Health and Legal Forms. If anyone arrives with incomplete forms, the sending Chapter or family should be contacted. Refer to the following topics in the Chapter "Health, Legal and Insurance Documents." The LIC or named Chapter representative must be available to the visiting leaders during the host phase of the Interchange.

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 any 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 sanitizers available

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 cleaning supplies. It is common practice that participants, staff and leaders form cleaning groups and set up a rotation of duties.

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.

NUTRITION

Programme hosts must make every effort to provide a varied and healthy diet that meets officially recognized standards for nutrition and respects the specific dietary requirements of all cultures and individuals present. Three meals and appropriate snacks must be provided and covered by the hosting budget.

PROVIDING ADULT SUPERVISION

Throughout the programme appropriate adult supervision must be provided. In camp settings, there should never be more than six children/youth 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 - Youth Time

For the protection of youth and adult participants, it is recommended that staff/leaders not spend time alone with any one youth or group of youths. 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.

Note about Adult Supervision in Interchange

The nature of supervision will be different for Interchange, as that programme involves an extended stay with a family in a community setting. Families must understand that constant parental supervision of the delegates while at home may not be possible. The parents of the visiting delegate must be made aware of this before they agree to participate in the programme. It is certainly preferable that a host adult always be present while the delegates are at home. The adult should be a CISV member and/or part of the immediate family selected for hosting. It may be that the host delegate is accustomed to staying at home or going to local places (such as school or friends' homes or movies) without an adult. Host families are expected to exercise the level of care and supervision deemed reasonable in their country and circumstances. While an adult family member may not always be present, they and the adult leader must know at all times where the youth participants in their care are and the youth must be able to contact the adults and leader.

RISK MANAGEMENT DURING HOSTING

During the host phase of the Interchange, the families will invite the visiting and hosting leaders to the home for a brief visit. This may include a meal, but that is not required. This visit gives the visiting leader the opportunity to meet with his/her own delegate in the host

home situation, to ensure that the delegate is in an appropriate environment. The visit is also a gesture of hospitality by the host family and gives them the opportunity to exchange cultural information with the adult leader from the other country. Leader home visits should be enjoyable for everyone! Parents should be reassured in the knowledge that when their own child travels, their leader(s) will be making these same home visits.
Another way to manage risk during hosting is to make sure all visiting delegates have a copy of the name, address and telephone number of the host family to carry with them at all times.

Other potential areas of risk that should be considered:

- Visiting delegation should be given an orientation about use of seat belts, boarding and de-boarding buses, what to do in case of emergency or other pertinent information
- Partners and/or families, or CISV personnel should always accompany visiting delegates; a careful discussion about where to go and where not to go should take place

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.

BETWEEN PHASES FOR A LONG INTERCHANGE

All participants from both Chapters should meet for debriefing and evaluation soon after the end of the first phase. The host leader and junior/additional leader will submit a completed Section 2 Form to the LIC, who will complete the online Programme Director's Planning and Evaluation Form. If any issues arose that need to be resolved before the second phase, partner LICs should address those as soon as possible and work together toward a solution. Ideas about successful practices or for improving the next phase should also be exchanged.

It is important for good communication to continue between the two Chapters after the first phase of the Interchange. Not only should the partner LICs continue to oversee the administrative details of the programme, but partner leaders, junior/additional leaders, delegates and families should keep in touch to foster the friendships and teamwork that have begun.

SENDING PARTICIPANT INFORMATION TO THE HOSTING CHAPTER (SENDING PHASE)

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 or allergies, 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.

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.

PREPARING FOR THE INTERCHANGE TRAVELLING PHASE

Responsibilities of delegates and families include:

- Purchasing tickets for travel (see travel tips, below) and making sure all the necessary travel documents (passport, visa, etc.) are in order
- Completion and submission of Health and Legal Form
- Getting a complete physical and any necessary immunizations
- Preparation of the national night presentation
- Purchasing or making small gifts for the host families
- Communication with the partners to ensure everyone has realistic expectations
- Establishing the emergency fund (reimbursable if not used)
- Establishing chain of communication among families (phone tree)

National Night Guidelines

This is a time when you, the visiting delegation, can tell your hosts about your country, show a film or slides, do a presentation of song and/or dance, and perhaps serve a light national meal or snack. Communicate with your partners about your needs, including facilities, audio-visual equipment, and cooking capabilities. Ask about the number of family and Chapter members who will attend and give your partners any other information that will be helpful for making your national night a successful and fun experience.

You will probably ask to be taken in the afternoon to the site where your national night will take place. Your hosts will leave you there to decorate, cook, practice your dance, organize costumes in a dressing area, set up slides, etc. Then, the hosts will return in the evening for the presentation. If your serving of national food is a small snack or taste rather than a complete meal, you'll need to let your partners know in advance so the host families can make arrangements for dinner. It's common for them to bring pot-luck dishes, with your presentation to follow the meal.

A good presentation lasts around 25-30 minutes and includes:

- A traditional element – a folk dance, song or game
- A modern element – a dance or song that is currently popular in your country
- A visual element -- images of your delegation and your culture
- A taste of food – a typical dish, candy, and/or drink from your country

It should be noted that the visiting delegation pays for any national night expenses, including groceries purchased in the host country.

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 youth participant (not part of a delegation) of 16 years of age or over may only travel alone with parental consent.

Parental consent is required for any participant (including junior staff) under the age of 21. 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. Parents and leaders are asked to sign a form stating that they understand these circumstances and have also made certain that they have insurance for the additional trip. These forms are called Additional Travel Responsibility Form (leader) and Additional Travel Responsibility Form (parents). Ensure that the sending Chapter/NA has a copy of the signed forms on file prior to departure.

Note that it is also the responsibility of parents to purchase any additional travel/medical insurance needed for the extra days.

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

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. 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 Forms and Legal Forms 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 reserve funds and credit cards that can be used to cover emergency expenses like medical expenses, hotel charges, etc.
- For delegations, consider having each participant travel with emergency pocket 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
- 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 checked-in luggage is delayed

FURTHER CONSIDERATIONS FOR INTERCHANGE

Since leaders, junior/additional leaders and delegates will not be staying all together throughout most of the Interchange, here are a few tips.

Leaders should:

- Maintain occasional contact with the delegation members and be available to the delegates at all times
- Be aware of the types of activities the delegates are participating in outside the planned CISV group activities
- Arrange for delegation time to discuss things freely in their own language

Delegates should:

- Remember that they are representing CISV, their country and family while visiting the partner country and exhibit appropriate behaviour
- Make leaders aware of any concerns
- Follow the directions of leaders and host families
- Carry local contact information in case of separation from the partner or group

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 or youth 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 emergency. 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. 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. If no incident occurs, the Health Form should be returned to the participant at the end of the programme to be carried on the trip home (for Interchange, the original copy of the form stays with the leader.)

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; Youth Legal Information Form (YLIF), Youth Travelling Alone Legal Information Form (TWAL) and Adult Legal Information Form (ALIF). 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 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, with two copies to stay with the leader (if applicable).

For children and youth, these forms are signed by their parents and give consent for the child or youth to travel with a named leader or alone (for youth 16+).

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 or youth 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 a medical 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. If no incident occurs, the form should be returned to the participant at the end of the programme to be carried on the trip home.

What if Someone Arrives Without the Signed Legal Form?

If a participant under age 21 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 21+, 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/youth participants or by adult (age 21+) participant for him/herself. 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.
YLIF Youth Legal Information Form	All child / youth participants travelling with an adult leader	Village, Interchange, Step Up and Delegation Youth Meetings	Signed by parent/guardian of the participant	If a participant arrives without these forms, the sending Chapter must be contacted. They must arrange to have the parents sign and fax/scan and e-mail the legal forms immediately to the host NA or directly to the programme.
TWAL Youth Travelling Alone Legal Information Form	All youth participants aged 16-20, travelling without an adult leader (e.g., all JCs and Seminar Camp participants)	Village JCs, Seminar Camp participants, Youth Meeting participants aged 16-20, IPP participants aged 19-20, Village, Interchange, Step Up and Youth Meeting Junior staff/leaders aged 19-20.	Signed by parent/guardian of the participant	If a participant arrives without these forms, the sending Chapter must be contacted. They must arrange to have the parents sign and fax/scan and e-mail the legal forms immediately to the host NA or directly to the programme.
ALIF Adult Legal Information Form	All adult leaders and staff members, IPP and Youth Meeting participants, aged 21+	All programmes for staff/leaders, IPP and Youth Meeting for participants, aged 21+	Signed by adult delegate on his/her own behalf	Must be signed upon arrival if not done previously.

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 Sending Someone Home Procedure 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).

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.

MANAGING PROBLEMS IN INTERCHANGE

Host families should contact the host leader should there be any problems, and the visiting leader will be informed as necessary. Remember, the visiting leader is the official guardian of guest delegates during their stay in your country. If necessary, contact your local Interchange committee or the delegation coordinator. Act soon, before the problem becomes too difficult to resolve.

Leader – Leader

Since the leaders know delegates from both countries, parents should turn to the leaders first.

Leaders – Hosting LIC

The leaders and hosting LIC will have more current information for handling problems than the parents and LIC of the travelling delegation.

LIC-LIC

If a problem is not resolved in the host country, then the host LIC should contact the travelling LIC. The parents of the travelling delegates should allow the LICs ample time to work on the problem. Communication with their own children at this point is not helpful and can even make the problem worse—parents should direct their communications to their leader.

Grievance/Complaint Procedure

Wherever possible, complaints or grievances should be dealt with on the local level and be resolved, by the leaders with assistance from the local Interchange committee. If this does not resolve the conflict, the LIC from the visiting country should be contacted for input. It is also recommended to contact the NIC or the Regional Delivery Team for Educational Programmes for advice in any doubtful situation before making a final decision, even though the problem is dealt with at the Chapter level. If still unresolved, the grievance will be dealt with by the two NICs. If they are unable to resolve the problem, they should contact CISV International in writing and request that this be resolved.

- Resolve at personal or Chapter level – **leaders / host LIC**
- Involve partner LIC if needed – **leaders / both LICs**
- Involve Chapter and the partner Chapter's NICs if needed – **NICs**
- Involve the IO if further help is needed – **IO**
- If necessary, the IO will present the problem to whomever is the appropriate International body.

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 Sending Someone Home Procedure 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 Sending Someone Home Procedure 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.

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), Address List 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 on-line 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

To be able to access the specific PDPEF for the programme, you must be registered on myCISV, have claimed participation and been approved as either Programme Director or staff (or LIC/NIC for Interchange). When that is done, you can access the specific PDPEF by logging into myCISV and then the PDPEF Storage Intranet Site

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). Remember to 'save' the form the first time it is opened and only click on 'submit' when you have completed the entire form. For general, technical and support information, please visit the PDPEF Frequently Asked Questions page on www.cisv.org.

PDPEF Structure

The PDPEF is made of five sections: 1.Administration, 2 Education, 3 Practical Arrangements, 4 Recommendations and Issues, 5. Media and Community Activities and 6. Additional Comments

When to Fill in Each Section

Below are four of the five sections of the PDPEF, with tips on how to complete each of them. Section 2 is addressed in the Education section of this Guide. The yellow bars give suggestions for when these sections should be completed.

SECTION 1: Administration

Please answer all the questions in this section. This information will be collated by the IO and subsequently shared with the relevant NA.

Before participants arrive

1.1) This section will be pre-filled for you, based on data from the myCISV website.

When participants arrive

1.4) Attendance information.

1.5) Issues (late arrivals, early departures, absences, age or gender discrepancies, Health and Legal Forms).

SECTION 2: Education

Please see the Education section of this Guide.

SECTION 3: Practical Arrangements

Please answer all questions in this section. This information will be used by the CISV International committees and the hosting NA. You can monitor the practical arrangements throughout the programme in an informal way through staff and participant meetings.

At the end of the programme

3.1) Comments on the quality of the site

3.2) Comments on food, facilities, and arrangements

3.3) Best practices: Give examples of things that were done well by the hosting Chapter that other Chapters or NAs could do.

SECTION 4: Recommendations and Issues

Please answer all of the questions in this section. This information will be collated by the IO and shared with the home NAs of anyone mentioned.

At the end of the programme

4.1) Staff/leader recommendations

4.2) Recommendations of further training for staff/leaders

If any incidents occur during the programme, please make sure that you complete an Incident Report Form (IRF) and send it to the IO. You can do this at the time of the incident or submit it with the PDPEF, depending on the severity of the incident.

SECTION 5: Media and Community Activities

Please answer all questions in this section. This information will be used by the CISV International committees and the hosting NA.

At the end of the programme

5.1) Media coverage

5.2) Community-based activities with a partner organization

SECTION 6: Additional Comments

At the end of the programme

Please answer this question if there is anything you would like to add and that has not been answered in any of the previous sections.

ADDRESS LIST

Every programme must complete and submit a complete Address List of everyone who participated in the programme to the IO no later than two weeks after the end of the programme. Note: Address Lists from both NAs are due within two weeks after the end of a short Interchange, or two weeks after the end of the first phase of a long Interchange.

The Address List must include the address and date of birth of everyone in the programme (and Chapter support, home-stay and kitchen staff if listed). There is not a pre-set format for the Address List. Programme staff and Interchange leaders who are registered as programme managers for their programme on the myCISV website can easily export an Address List of everyone who has claimed participation (and been approved) on myCISV. The exported document is in Microsoft Excel format.

If anyone has not claimed participation in the programme on myCISV, the exported Address List will have to be completed manually by staff/Interchange leader *before* it is submitted. The Address List must contain the details of everyone who has participated.

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. A thank you for leaders will also be appreciated. Former participants are a great resource in debriefing sessions for participants who have just returned from a programme.

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 submitted with the PDPEF, 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.

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.

INTERCHANGE / EDUCATION & EVALUATION

	Introduction	Role Profiles	Hosting and Sending	Education & Evaluation
Leader / Junior Leader	◆	◆	◆	◆
Participant	❖		❖	
Parents	❖	❖	◆	
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.

USE OF THE CISV MISSION STATEMENT AND EDUCATIONAL PRINCIPLES IN PROGRAMME PLANNING

The CISV Mission Statement and educational principles are the foundation of all themes and activities taking place in an Interchange. When the partner countries make agreements during the planning phase, both sides need to make plans in accordance with the educational principles.

Interchange participants put to the test concepts of cultural difference, justice and equality, honest and effective resolution of conflict, and our impact upon the world. Interchange participants develop strengths and skills to learn from engaging with those around them. Interchange provides an opportunity to build on one's life experiences and create incredible memories and friendships.

BUILDING THE MISSION STATEMENT AND EDUCATIONAL PRINCIPLES INTO THE PROGRAMME STRUCTURE

Leaders, families and participants are trained to pay regard to the role played by the CISV Mission Statement and the principles in everyday Interchange life. Through daily life in another culture, participants learn to appreciate and understand similarities and differences between the way life is conducted at home and in their host environment. They can engage in democratic decision making and learn to work cooperatively both in informal and in planned activities. They learn how to resolve conflicts both between their expectations and the reality of life in a different culture as well as between family members or members of the Interchange group.

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

In CISV peace means more than the absence of war. For CISVers, 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 inter-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 (see section 4). 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.

Peace Education

In both daily life and the intercultural activities in Interchanges, participants are involved in intercultural understanding and adaptation, which plays an important role within peace education in CISV programmes.

Active Global Citizenship

The activities planned by or for participants will raise awareness of global and local issues in conflict and resolution, diversity, human rights and sustainability (CISV's four content areas). The participants learn to use CISV's experiential learning model as a basic structure for designing and learning from activities. Acquiring an in-depth knowledge about another culture should stimulate participants to think about the way that their home society is organized, to think about ways in which their home, host, or other societies could be improved and how they could take action to effect such improvements; that is, how they can become active global citizens.

Topics which may be relevant to Interchange Participants

- Living in a differing environment
- How to present one's own culture
- Comparing oneself with others
- Working for the benefit of the group

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

ATTITUDES, SKILLS AND KNOWLEDGE (ASK)

All Interchanges share the same four 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 the participants to develop through the programme.

INTERCHANGE PROGRAMME GOALS AND INDICATORS

Increase awareness of the cultures in an Interchange	a) Compare daily routines and responsibilities with those of the partner (A) b) Compare oneself with other participants (both delegations) (A) c) Share own culture and customs with the partner and/or host family (A, K) d) Learn aspects of the partner's culture and customs (K)
Develop self-reliance while hosting or living with someone from another culture	a) Interact appropriately with the partner and/or host family during family time as well as during group activities (S) b) Take an active role to create a positive experience for all participants (A) c) Learn to adapt to different situations; show flexibility when facing unfamiliar or difficult conditions (S) d) Accept that conflicts will happen and actively work to resolve them (S)
Learn how to work cooperatively and have a positive attitude towards others	a) Contribute to planning and organizing hosting activities or national night (A, S) b) Behave respectfully and appropriately towards others (S) c) Be inclusive when making group decisions; actively involve everyone in the process (A, S) d) Understand and respect diverse customs and points of view (A, K)
Learn to behave as a responsible active global citizen	a) Actively participate in group discussions and activities (S) b) Understand how CISV peace education is the basis of the group activities (K) c) Become aware that planning and/or delivery of a community service project can have a positive impact on the world (K) d) Identify, with the group or individually, how new attitudes, skills and knowledge can be applied to everyday life (S)

Using these Attitudes, Skills and Knowledge after the Programme

No two Interchanges are the same. Factors such as the families, the themes, the participants / leaders and the cultural backgrounds are just too diverse. For this reason we offer a potpourri of attitudes, skills and knowledge which those involved use to help in becoming active global citizens. It is anticipated that after the Interchange, participants will have a deeper understanding of ways in which members of different cultural groups act and interact in family and social settings. This should provide a valuable foundation for understanding and development which they can use when they return to their home CISV Chapter/JB or in participation in LMOs.

PEACE EDUCATION IN CISV

The Four Main Content Areas of Peace Education in CISV Programmes are:

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.

Diversity
Explores the identity of the individual and then asks us to consider ourselves within our own and the wider community.

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

Using the experience the participants have of sharing the life of a host family and living in a differing environment, the areas human rights, conflict and resolution and sustainable development are put into practice in real life situations. Educational activities can also be planned for the whole group – and sometimes involving other family members, too – to address specific aspects of educational content which may be pertinent to participants. This might be done during the mini-camp or in cooperation with local members in a Mosaic project.

EDUCATIONAL CONTENT

Educational content is organized into indicators, connected to each of the four programme goals (which are the same for every Interchange). Indicators represent the specific attitudes, skills and knowledge that participants will develop. The basis of Interchange is the family living experience. However, group activities should be organized to develop aspects of CISV educational content that are not addressed in the family context so that the people involved gain an appropriate toolkit to become active global citizens.

RESOURCES USED TO SUPPORT PEACE EDUCATION IN

- CISV Passport
- Big Education Guide (Big Ed)
- PDPEF Frequently Asked Questions
- PDPEF Quick Notes
- Interchange PDPEF Package
- Interchange Activity Writing Template – for uploading activities devised in a Interchange so that they can be shared in Educational activities.
- Educational activities and Evaluation and Research
- Chapter/NA activity books
- 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 Interchanges.
- International Interchange trainings at selected Regional Training Forums
- Chapter/NA Interchange trainings
- Interchange Training Curriculum
- Interchange Parent Guide
- Interchange Culturegrams.
- www.cisv.org/resources/running-or-taking-part-in-educational-programmes/interchange/

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 THE PROGRAMME

Having a specific theme is a useful tool for leaders when planning activities related to CISV educational goals and content. The CISV rotation of content areas can be used as a suggestion for themes, but their use is not obligatory.

Each group is different. When planning an activity it is best to focus on the specific needs and characteristics of group members, such as language ability, interests, attitudes, and group feeling. These factors should be taken into account as participants prepare and plan for the educational activities

A theme could be used for deciding what sort of activities and what kind of excursions will take place during the Interchange. The preparation of participants by the leaders can be related to the theme and it may be that some educational activities can be related to some of the excursions.

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: Do a peace education activity

Step 2: Reflect on what ASK you have learned from this activity

Step 3: Generalize how this new learning can be applied to a new context

Step 4: Apply 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.

USING EXPERIENTIAL LEARNING

The experience of living in a family in a different culture can be a profound learning situation. Participants learn about the way in which their host family organizes daily life and have the opportunity to compare this with the experiences of their fellow participants. This can result in reflection on the way life is organized in their own family and a deeper understanding of the variety of ways in which people live in different situations.

Sharing the daily life of another family while also being a member of the Interchange group and taking part in group activities encourages attitudes of responsibility for others, cooperation between members and the effective resolution of conflict (when different members of the group would like to do different activities).

Adult and junior leaders act as mentors and facilitators throughout this direct 'learn-as-you-live' experience but also have the responsibility for coordination of specifically organized experiential learning activities.

EXPERIENTIAL LEARNING ACTIVITIES

Experiential learning activities may be linked to the excursions or other parts of the programme. Sometimes a specific activity is set up in cooperation with the Chapter Mosaic Coordinator so that participants can address a specific issue, perhaps including guest speakers and related actions. The mini-camp also provides the opportunity for participants to experience learning in a group setting. There should be a sufficient number of educational activities to achieve the goals of the programme.

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.

The Section 2 Form, used in Interchange, is used only by leaders, junior/additional leaders and LICs. The leaders record all the relevant information for the educational content aspect during each host phase, which includes noting each participant's progress with the indicators. The host adult leader submits this form to the host LIC in order for the online PDPEF to be completed.

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

Leaders and junior leaders have the responsibility to collect evidence of participants' learning so that this can be recorded on the PDPEF. They can do this by direct observation of their participants during group activities, in interaction with the host families or by informal discussion with host parents.

In addition to the PDPEF and evaluations that the leaders from both countries will conduct of their delegates during the host and travel phases, there will be an evaluation of the Interchange by leader/junior leader, delegates and families.

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.

Tracking Actions inspired by Programme Participation

Interchange participants may take a more active role within their Junior Branch in order to stay involved in the organization and share their new gained ASK. 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.

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.