



European  
Commission

# European Voluntary Service

*Charter*

*Version 1 of February 2015*

---

## Table of Contents

EVS partnerships .....	3
EVS principles to be ensured .....	3
EVS quality standards to be ensured .....	3
Support to the volunteer .....	3
Information .....	4
Recognition .....	4
Tasks and Responsibilities .....	5
Coordinating Organisation: .....	5
Sending Organisation: .....	5
Receiving Organisation: .....	6

The European Voluntary Service (EVS) Charter highlights the roles of EVS sending, receiving and coordinating organisations and the main principles and quality standards of EVS. **Each EVS Activity promoter adheres to the provisions set out in this Charter.**

## EVS partnerships

A solid partnership between EVS sending, receiving, coordinating organisations and the volunteer is the basis of every EVS activity. Adequate matching between the volunteer profile and the tasks has to be in place.

- The sending organisation is in charge of the preparation and support of the volunteers before, during and after the EVS activity;
- The receiving organisation has to ensure safe and decent living and working conditions for the volunteer throughout the entire activity period. It has to provide adequate personal, linguistic and task-related support, including the identification of a mentor for the volunteer;
- The coordinating organisation (applicant) has the role of facilitating the implementation of the project by offering administrative and quality support to all project partners and enabling their networking.

## EVS principles to be ensured

- The non-formal learning and intercultural dimension, through a clear definition of a learning plan for the volunteer;
- The service dimension through a clear definition of the non-profit-making character of the project and the volunteer tasks. Full-time service and active role of the volunteer in implementing the activities have to be ensured. EVS volunteer activities must not replace any employment;
- The benefit to and the contact with the local community;
- EVS is free of charge for the volunteers, except for a possible contribution to the travel costs;
- Accessibility and Inclusion: when recruiting EVS volunteers, the organisations maintain the overall accessibility of EVS for all young people, without prejudice related to ethnic group, religion, sexual orientation, political opinion, etc. If the project targets volunteers with fewer opportunities, facilities and capacity in providing tailor-made preparation, and support have to be in place.

## EVS quality standards to be ensured

### Support to the volunteer

- before, during and after the EVS Activities, in particular in crisis prevention and management;
- for insurance, visa, residence permit, travel arrangements and all the EVS administrative procedures;
- by facilitating the volunteer's participation in the EVS training cycle;
- by foreseeing proper evaluation measures.

## **Information**

- All EVS partners have the right to receive complete information on the project and agree on all aspects;
- Visibility, dissemination and publicity measures have to be in place.

## **Recognition**

Each EVS volunteer is entitled to receive a Youthpass.

## Tasks and Responsibilities

Here is a suggestion on how the roles and tasks of organisations involved in EVS could be shared (in some cases these roles must be compulsorily performed by a given organisation).

### Coordinating Organisation:

- submits the application and bears the financial and administrative responsibility for the entire project towards the National Agency or the Executive Agency;
- coordinates the project in cooperation with all sending and receiving organisations;
- distributes the EVS grant between all sending and receiving organisations;
- ensures that the volunteer(s) receive(s) the EVS Info Kit and attend(s) the full EVS Training and Evaluation Cycle;
- provides support to the volunteer(s) it places in the receiving organisation(s);
- carries out all or some of the administrative tasks of the sending or receiving organisation(s) involved in the project;
- ensures, with the sending and receiving organisations, that each volunteer is in possession of the European Health Insurance Card (if applicable) and is covered by the obligatory EVS Insurance plan foreseen in the Erasmus+ Programme;
- arranges, with the sending and receiving organisations, a visa for the volunteer(s) who needs it. The National/Executive Agencies can issue visa support letters, if needed;
- provides support for the learning/Youthpass process. Completes, with the sending and receiving organisations and the volunteer, and issues, a Youthpass Certificate for those volunteers who want to receive it at the end of their EVS.

### Sending Organisation:

#### Preparation

- helps the volunteer(s) to find and contact a receiving organisation;
- provides adequate preparation for the volunteer(s) before departure, according to the individual needs and learning opportunities of the volunteer(s) and in line with the Volunteer Training Guidelines and Minimum Quality Standards of the European Commission;
- ensures, in cooperation with the receiving organisation, that the volunteer receives support in carrying out language preparation (if applicable, support to carry out the online language course and assessments provided by the Commission);
- ensures the participation of the volunteer(s) in the pre-departure session, if organised by the National Agency or SALTO.

#### Contact during the voluntary activity

- keeps in contact with the volunteer(s) and with the receiving organisation(s) during the project.

#### Upon volunteer's return

- provides support to volunteer(s) to help reintegrate them into their home community;
- gives volunteers the opportunity to exchange and share experiences and learning outcomes;
- encourages the involvement of the volunteer(s) in dissemination and exploitation of results and learning outcomes;
- provides guidance regarding further education, training or employment opportunities;
- ensures the participation of the volunteers in the annual EVS event organised by the National Agency in their country.

### **Receiving Organisation:**

#### Mentor

- identifies a mentor who is responsible for providing to the volunteer(s):
  - 
  - personal support,
  - support to carry out the online language course and assessments provided by the Commission (if applicable)
  - support to carry out a self-reflection on the learning outcomes of the EVS activity (through the use of Youthpass).

#### Task-related support

- offers supervision and guidance to the volunteer(s) through experienced staff.

#### Personal support

- provides personal support and support during the learning/Youthpass process to volunteer(s);
- gives the volunteer(s) the opportunity to integrate into the local community, to meet other young people, to socialise, to participate in leisure activities, etc.;
- encourages contact with other EVS volunteers whenever possible.

#### EVS training and evaluation cycle and language support

- ensures the participation of the volunteer(s) in the on-arrival training and mid-term evaluation organised by the NA or SALTO;
- arranges language learning opportunities and support to volunteers undertaking language courses.

#### Principles of EVS

- ensuring universal accessibility to EVS: receiving organisations cannot specify that volunteer(s) should be of a specific ethnic group, religion, sexual orientation, political opinion, etc.; neither can they require qualifications or a certain educational level in order to select the volunteer(s);
- offering to the volunteer(s) the opportunity to carry out a well-defined set of tasks, allowing some of the volunteer's ideas, creativity and experience to be integrated;

- identifying clear learning opportunities for the volunteer(s).

#### Accommodation and food

- providing suitable accommodation and meals (or a food allowance, covering also the holiday period) to the volunteer(s).

#### Local transport

- ensures that means of local transport are available for the volunteer(s).

#### Allowance

- gives the due allowance to the volunteer(s) on a weekly or monthly basis.