



EU Aid Volunteers
We Care, We Act



**NATIONAL
FOCAL POINTS:
GUIDELINES FOR
SUPPORTING LOCAL
ORGANISATIONS
AND DISSEMINATING
INFORMATION ABOUT EU
AID VOLUNTEERS**

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1

INTRODUCTION





The EU Aid Volunteers initiative is an opportunity to promote cooperation between active European citizens, working side by side with communities in countries that are experiencing humanitarian crises. At the same time, the relationship between humanitarian action and active citizenship prompts alliances between local, national and global organisations.

The establishment of the EU Aid Volunteers initiative is foreseen in the Lisbon Treaty, with the objective being "to establish framework for joint contributions from young Europeans to the humanitarian aid operations of the Union" (Art 214.5 TEU).

The EU Aid Volunteers initiative provides opportunities for European citizens and long-term residents, from a wide range of backgrounds and with a diversity of skills and professional experience, to get involved in humanitarian aid projects, support the provision of needs-based humanitarian aid in third countries and engage in volunteering opportunities through deployment and online-volunteering.

At the same time, the EU Aid Volunteers initiative provides organisations with opportunities to:

Establish new, and strengthen existing partnerships with both European and third-country organisations.

To become organisations that build alliances and connect people, responding to and raising awareness of global challenges.

Be equipped with extra resources and funds to strengthen their capacities and upgrade management systems.

Fund communication and awareness raising activities that will strengthen the role of active citizenship in addressing global challenges.

Provide professional support by trained and well-prepared volunteers to communities affected by disaster.

Compliance with the required standards and EUAV certification can give access to other volunteering schemes, such as European Solidarity Corps without the necessity of passing through a separate accreditation mechanism.

Alianza por la Solidaridad has teamed up with Volonteuropa, HBAid and GVC to support the implementation of the EU Aid Volunteers initiative. The four organisations, combining expertise in humanitarian aid and volunteer management, in the framework of the EU Aid Volunteers initiative Technical Assistance project¹ have been offering technical assistance to organisations wishing to send volunteers under the initiative.

¹ EU Aid Volunteers initiative Technical Assistance project page: <https://volonteuropa.eu/project/eu-aid-volunteers-technical-assistance/>

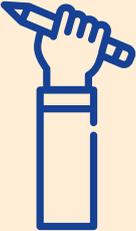
Based on this experience, the goal of the guidelines is to create a tool that will be useful beyond the project, in the view of all the activities aiming at the EU Aid Volunteers initiative dissemination and promotion.

Therefore the objective of the presented guidelines is to provide the organisations with the practical recommendations and materials to be used when acting as Focal Points for the EU Aid Volunteers initiative in their countries, divided into three main blocks:

- COMMUNICATION/DISSEMINATION ACTIVITIES.**
- TRAINING ACTIVITIES.**
- FAQs READY TO BE USED WHEN ANSWERING MOST COMMON QUERIES ON THE INITIATIVE.**



NOTES



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2

COMMUNICATION ACTIVITIES





Your role as a Focal Point will consist primarily as being the point at which all elements or aspects will converge, in other words, your organisation will be the centre of activity, interest, or attention regarding the dissemination of the EU Aid Volunteers initiative by promoting its activities and inviting potential organisations and volunteers to join.

As a Focal Point you also contribute by disseminating public information, communication and awareness raising actions, to increase the visibility of the EU Aid Volunteers initiative. This is in addition to encouraging volunteering in humanitarian aid within the Union and its Member States, and also in the third countries that will benefit from the actions under the EU Aid Volunteers initiative.

In order to facilitate these activities, this document provides some ideas, useful hyperlinks and recommendations for the dissemination activities that can be used to fulfil this task.

1 · EU AID VOLUNTEERS COMMUNICATION PLAN

Always keep in mind the following established by the EU Aid Volunteers initiative² communication objectives through the entire work process as a focal point:

- 1 · Raise awareness on the EU Aid Volunteers initiative both inside EU and in countries where volunteers will be deployed.
- 2 · Inform interested organisations and local society about the opportunities to engage in the EU Aid Volunteers initiative.
- 3 · Promote the value of EU solidarity in action and the EU's humanitarian aid principles.
- 4 · Create a shared identity of the EU Aid Volunteers initiative on the part of volunteers and participating organisations.
- 5 · Engage with the public to generate support for volunteerism in Europe and worldwide.
- 6 · Demonstrate the value added and impact of the EU Aid Volunteers initiative and its different actions, and the professional contribution of EU Aid Volunteers, notably to EU citizens, local communities from hosting countries and potential participating organisations.

EU Aid Volunteers initiative Communication Plan developed by the Commission as foreseen in the Regulation establishing the scheme (art. 17), among the others, defined main messages:

- 1 · **#WeCareWeAct:** The EU Aid Volunteers initiative is a tangible expression of European solidarity with people in need. It boosts the capacity of the EU in providing humanitarian aid.
- 2 · **#YouCanMakeaDifference:** The EU Aid Volunteers initiative is open to a variety of profiles, from young people to experts, with the skills to help meet the humanitarian needs of the most vulnerable people.
- 3 · **#PowerThroughLocalAction:** The EU Aid Volunteers initiative aims at strengthening the capacities of local communities and organisations to deal with disasters.

² EU Aid Volunteers communication plan for participating organisations and volunteers, https://eacea.ec.europa.eu/sites/eacea-site/files/euav_communication_plan_2016.pdf

The plan outlines also proposed Actions and Tools for participating organisations. Although those focus on the deployment projects contexts, it is strongly recommended to consult the document when planning and implementing any other dissemination activities on the EU Aid Volunteers.

Just to name a few relevant points for the purposes of the Focal Point activities:

- Project titles must include the phrase "EU Aid Volunteers".
- Identification of a communication Focal Point as main contact on communication issues.
- Use of EU Aid Volunteers templates and materials in all communication/visibility products relating to the initiative, strengthening a united identity and creating buy-in amongst participating organisations and volunteers. This includes the use of the name "EU Aid Volunteers", the slogan "We Care, We Act" and adherence to visual identity requirements (Note: You will find the link to the guidelines and visual identity materials in the resources section).
- Publicity event (examples of these events could include former volunteers acting as "EUAV ambassadors"; Parliamentary visit; university talk; "International Volunteers Day" celebratory event; photo exhibition; local media engagement upon return of EUAVs from deployment).
- Social media used throughout deployment cycle to reinforce identity of EU Aid Volunteers and share EUAV human interest stories.
- Engagement with EU Aid Volunteers to encourage and support them in their communication activities.

2 · RECOMMENDATIONS FOR THE FOCAL POINT COMMUNICATION ACTIVITIES TO PROMOTE THE EU AID VOLUNTEERS INITIATIVE AMONG ORGANISATIONS AT THE COUNTRY LEVEL

- In your communication always include the name of the initiative 'EU Aid Volunteers' and the full name of the initiative in your national language. You can check the terminology by accessing the EUAV regulation available in all EU28 languages: https://eacea.ec.europa.eu/eu-aid-volunteers/library/detailed-rules-eu-aid-volunteers-initiative_en
- For planning your activities check whether there are any former or current EU Aid Volunteers from your country in order to engage them in the events. You can contact EACEA-EUAID-VOLUNTEERS@ec.europa.eu to ask for the relevant data.
- Set up a special organisational email address for the EUAV-related queries.
- Remember to always use the EU Aid Volunteers templates and materials³ in all communication/visibility products relating to the EUAV initiative.
- In order to create synergies and networking opportunities, check which organisations from your country are already certified under the EUAV initiative: http://eacea.ec.europa.eu/eu-aid-volunteers/selection-results/selection-results-certification-mechanism-for-sending-and-hosting-organisations_en
- In order to create a map of potentially interested in EUAV organisations and institutions, identify:
 - A · Networks and platforms of humanitarian, development and volunteering organisations at the national, regional and local levels.
 - B · Possibly interested national organisations identified thanks to other projects, collaborations.

³ For the available templates and materials, consult the RESOURCES/MATERIALS section on these guidelines.



- C. Universities who cooperate with development and humanitarian activities, foundations and associations by the universities.
 - D. Public institutions active in the field of humanitarian aid and development.
- Create synergies with other events, such as International Day of Volunteering:

On December the 5th International Volunteer Day is celebrated, this is a global day to thank volunteers for the inspiring work they do. International Volunteer Day provides a great opportunity to honour volunteering and to thank those who volunteer their time, energy, and skills to make positive changes in the world. It is also an opportunity to highlight the EU Aid Volunteers initiative and its contribution to providing effective and needs-based humanitarian aid.

International Volunteer Day presents therefore a great opportunity to organise events such as:

- Debate on the role of volunteering and active citizenship in humanitarian aid, on possibilities and challenges that programmes like EU Aid Volunteers provide for the organisations in your country.
- Social media campaign on the EU Aid Volunteers and the role of volunteers. Please see the example of last year's International Volunteer Day and Global Applause campaign:
http://ec.europa.eu/echo/news/international-volunteer-day-global-applause-volunteers-worldwide_en
- Live Webinar with the participation of the current/former volunteers, sending and hosting organisations. See the example of the live webinar "IVD: Life Stories" developed by GVC on the International Volunteering Day:
<http://www.gvc-italia.org/images/feventi/GVC%20WEBINAR%205%20DECEMBER.pdf>

3 · SOCIAL MEDIA ACTIONS

As recommended by DG ECHO visibility guidelines, social media is a low-cost, high-impact way of communicating and creating visibility with targeted audiences. Social media should be an integral part of the communication strategy relating to any project, and complementing all other planned visibility actions. The organisations therefore are expected to make full use of social media channels, as well as incorporate EUAV related posts and tweets throughout the lifecycle of projects to provide followers with an interactive and/or "real time" experience.

Official hashtag of the Initiative: #EUAidVolunteers



TAGGING:

As recommended by DG ECHO to help them amplify your posts, please tag ECHO in tweets and posts whenever possible:

 **Twitter:** @eu_echo

 **Facebook:** @ec.humanitarian.aid

 **Instagram:** @eu_echo

This will allow ECHO to share and further promote/re-tweet.

To maximise the impact, it is recommended that you:

- 1 · Send the contact details of the person in charge for social media to echo-social-media@ec.europa.eu (DG ECHO), as well as the consortium partners of the Technical Assistance project (euav@volonteurope.eu) with the subject: **EUAU Social Media Contact for XXX (your organisation)**.

- 2 • Subscribe to, like and follow the consortium partners and other active organisations in the EUAV. This will allow sharing and further promoting/re-tweeting:

ORGANISATION	TWITTER	FACEBOOK	PAGES	INSTAGRAM
 ALIANZA POR LA SOLIDARIDAD	@AxSolidaridad	@alianzaporlasolidaridad	http://www.alianzaporlasolidaridad.org/ http://www.aidvolunteers.org/	@axsolidaridad
 GVC ITALY	@GVCItalia	@GVConlus	www.gvc-italia.org http://www.euvolunteerportal.org	@gvconlus
 VOLONTEUROPE	@VolontEurope	@VolontEurope	https://volonteuropa.eu/ https://volonteuropa.eu/project/eu-aid-volunteers-technical-assistance/	
 HBAID		@HungarianBaptistAid	http://www.hbaid.org/	

Other organisations leading EUAV projects:

ORGANISATION	TWITTER	FACEBOOK
CONCERN WORLDWIDE	@Concern	@concernworldwide
ICCO	@iccotweet	@iccopage
LA GUILDE EUROPEENNE DU RAID	@guildduraid	@laguildeuropeenneduraid
FRANCE VOLONTAIRES	@FVolontaires	@FVolontaires
L'ADICE	@Adice_Roubaix	@adice.europe.direct.roubaix
MEDICOS DEL MUNDO	@MedicosdelMundo	@medicosdelmundo.espana
BE DRIN: BALKANS AND EUROPE FOR DEVELOPMENT OF RESILIENCE INITIATIVES PROJECT	@BeDrinProject	@bedrinproject
PAH: POLISH HUMANITARIAN ACTION	@PAH_org	@PolishHumanitarianAction
CARITAS AUSTRIA		@CaritasOesterreich

As indicated, social media campaigns have the advantage of tailored messaging at low cost and large reach. In the Annex I, you can find some best practice examples and ready-to-use twitter actions to engage and promote EU Aid Volunteers among organisations⁴.

⁴ Some of the example taken from the Global Applause International Volunteer Day 2016 campaign promoted by DG ECHO: http://ec.europa.eu/echo/news/international-volunteer-day-global-applause-volunteers-worldwide_en



4 · RESOURCES/MATERIALS:

EUAV Communication Plan and visibility instructions developed by ECHO/EACEA

The EU Aid Volunteers Initiative has its own visibility guidelines that you consult by following these hyperlinks:

EUAV Visibility guidelines:

https://eacea.ec.europa.eu/sites/eacea-site/files/euav_visual_guidelines_v2.pdf

Communication plan:

https://eacea.ec.europa.eu/sites/eacea-site/files/euav_communication_plan_2016.pdf

It is important to consider that the distinct EU Aid Volunteers initiative visual applies to EUAV projects only. Communication actions for all other EU-funded humanitarian projects must adhere to the general manual for EU-funded humanitarian actions; to assist partner organisations in complying with visibility requirements, the European Commission's Humanitarian Aid and Civil Protection department (ECHO) has developed a dedicated visibility website which provides a comprehensive manual, covering field visibility, press relations, web and social media, multimedia products, print publications, and events.

The site is available at:

<http://www.echo-visibility.eu/>

Media Pack:

In **ANNEX II** you will find several tools and materials developed by the EU Aid Volunteers initiative to help disseminate stories around volunteering, the programme and its opportunities for organisations.

3

TRAINING ACTIVITIES





As a Focal Point you will be facing the need to provide some training and activities aimed at explaining EUAV and the certification for sending organisations. In this chapter, we will provide you with some recommendations for the possible training activities to perform, as well as the resources available for development these activities.

1 · EU AID VOLUNTEERS INFO DAY FOR ORGANISATIONS

One of the possible training activities is the organisation of an Info day on the initiative. It has been proven as a successful tool, not only to disseminate the EUAV programme, but also to provide a space for networking and future partnership creation. Furthermore, such events can be developed both in the face-to-face and online modality.

Recommendations for the organisation of an EU Aid Volunteers Info day:

- 1 · LOCATION:** It is recommended that you ask European Commission Representation in your country⁵ if you can host the event on their premises. Experience has proven that the Representation is very often keen to support organisations in such activities⁶. Otherwise, we suggest you to check the possibility of hosting the event in the NGDOs, humanitarian and/or volunteering platform/networks. This will enhance your outreach and event dissemination capacities.

Online: In case in-person event is not possible, you can also consider the use of information technology and platforms that facilitates these tasks. Platforms such as <https://zoom.us/> are valuable tools for organising such sessions, and allow attendees to log on from anywhere in the world. Within the scope of the project, the zoom.us conference tool has been integrated into the functionalities of the Volonteuropa platform and EU Aid Volunteers Technical Assistance group. After becoming a member of the Volonteuropa community platform, members are able to attend webinars within the platform, create groups and discussions, share resources, write blogs, and much more!

The integrated zoom.us software also allows attendees to create 'breakout rooms' while webinars are in progress, share screens, and record webinars for future reference also.

2 · ACTIONS TO REACH OUT TO POTENTIALLY INTERESTED ORGANISATIONS:

- Dissemination in the national, regional and local NGO platforms, newsletter, websites and social networks of other organisations.
- Twitter campaign to generate the interest in the initiative and event.
- Contact and invite the Ministry of Foreign Affairs, Civil Protection, as the Member States were actively involved in shaping the EUAV regulations.

⁵ You can consult the location of the EC Representation in your MS country here: https://ec.europa.eu/info/contact/local-offices-eu-member-countries_en

⁶ On 5th of July 2017, EUAV Info Day has been organised in the EC Representation in Romania.

3 · RECOMMENDATIONS FOR THE CONTENT OF THE SESSION, RESOURCES AND METHODOLOGY TO BE USED:

- Check whether there are any former or current EU Aid Volunteers from your country in order to engage them in the event.
- When possible, try to include testimony of organisations already involved in EU Aid Volunteers. Participation of the certified sending organisation enables the experience sharing and encouragement for the certification application preparation⁷.
- Check and invite organisations implementing other EUAV projects to share their experience in the programme and create synergies between consortia.
- Invite DG ECHO and the EACEA to participate in the event and to deliver session on the EUAV initiative. Participation of the representatives of the institutions will not only enrich the content of the sessions, but also enhance the outreach capacities and allow the direct interactions between the interested organisations and European Commission bodies managing the programme.
- In not possible to deliver their testimonies in-person, Skype and zoom have been proven very good tools for enabling interventions online. The technological resources provide an easy way to connect with people living in distant places; thus consider the use of teleconference resources to demonstrate the value of the initiative and share the importance of being involved from direct sources.
- In the registration form for the event⁸ include questions on the profile of the organisations attendees represent (i.e. if they have experience in humanitarian aid and development activities outside EU), whether they have heard about the EU Aid Volunteers initiative before. By doing so you will be able to gather valuable information on attendees and their organisations that in turn will help you to tailor the content of the sessions. For networking purposes, also ensure to ask in the form whether the participant will allow the distribution of contact details after the event.
- See attached the template agenda to be tailored accordingly to each of the contexts, possibilities and time allocated.
- There is a template presentation with the basic information about the initiative and certification mechanism, including graphics and hyperlinks to external sites. It is highly recommended to include information about your organisation's experiences.

Your partners from fellow organisations are vitally important to your role as a Focal Point, so once the session is over, it is imperative to provide them with a communication channel to strengthen relationships and interest in the initiative:

- At the event, remember to distribute printed materials with the EUAV information and contact details.
- In the follow-up message include the presentations used, guidelines produced within the scope of the project and other relevant documents (Consult the Resources/Materials section). If applicable, share the websites where the session was livestreamed. Include the links to the project's website and community (and if applicable your EU Aid Volunteers national focal point group).
- In the follow-up message ask whether organisations participating in the Info session would like to deepen their understanding of humanitarian aid, the EUAV specifics and/or certification mechanism, in particular the standards that govern the implementation of the initiative.

⁷ You can consult the list of already certified organisations here: http://eacea.ec.europa.eu/eu-aid-volunteers/selection-results/selection-results-certification-mechanism-for-sending-and-hosting-organisations_en

⁸ It is recommended that you create a simple google form: <https://docs.google.com/forms/u/0/> or Eventbrite (<https://www.eventbrite.co.uk/>)



2 · OTHER POSSIBLE TRAINING ACTIVITIES

One-to-one online and in-person meetings with organisations and online training activities:

Materials developed within the scope of this Technical Assistance project can provide you with the tools to organise trainings with interested organisations, both in-person and online (via zoom) on the following topics (Consult the Resources/Materials section):

- Introduction to the humanitarian aid and the EU Aid Volunteers initiative (e-learning course).
- EU Aid Volunteers initiative in depth and certification mechanism (presentation and practical exercises).
- Duty of Care & Safety and Security management standard in the EU Aid Volunteers (presentation and practical exercises).
- Volunteer management under EU Aid Volunteers Initiative (presentation and practical exercises).
- Gender approach in volunteer management (presentation and practical exercises).
- EU Aid Volunteers quality standards (Guidelines on standards and procedures required by the EU Aid Volunteers initiative).

3 · RESOURCES/MATERIALS

3.1 · TRAINING ON VOLUNTEERING IN HUMANITARIAN AID

Role of volunteering in humanitarian action and opportunities for organisations.

Organised by Volonteuropa, Alianza por la Solidaridad, GVC and Hungarian Baptist Aid in partnership with IECA:
<https://volonteuropa.eu/training-volunteering-humanitarian-aid/>

By following the hyperlink you can have access to different resources, for instance you can watch a:

- **Webinar dedicated to the EU Aid Volunteers**

<https://youtu.be/VmV3sfDCFjl>

- **E-learning materials on volunteering in humanitarian action.**

At the same site you can also have access to the contents of these materials:

Module 1: EU Aid Volunteers Initiative

<https://volonteuropa.eu/wp-content/uploads/2016/10/Module-1-EUAV-initiative.pdf?b1922a>

Module 2: Introduction to Humanitarian Action

<https://volonteuropa.eu/wp-content/uploads/2016/10/Module-2-Introduction-to-Humanitarian-Action.pdf?b1922a>

Module 3: Humanitarian Action actors

<https://volonteuropa.eu/wp-content/uploads/2016/10/Module-3-Humanitarian-Action-actors.pdf?b1922a>

Module 4: Cross-cutting issues in Humanitarian Actions

<https://volonteuropa.eu/wp-content/uploads/2016/10/Module-4-Cross-cutting-issues-in-Humanitarian-Action.pdf?b1922a>

3.2 · EUAV CERTIFICATION MECHANISM

You can find all the information related to the certification mechanism by following the hyperlink below:
https://eacea.ec.europa.eu/eu-aid-volunteers/actions/certification-mechanism-for-sending-and-hosting-organisations_en

eTutorial - 7 steps to becoming a certified Sending Organisation:
http://eacea.ec.europa.eu/videos/eu_aid_volunteer_7_steps.wmv

"Certification mechanism, specifics of EU Aid Volunteers" training:
You can access this example of completed webinar, agenda and proposed presentation and exercises here:
<https://volonteuropa.eu/euav-training-webinars/>

3.3 · DUTY OF CARE & SAFETY AND SECURITY MANAGEMENT

You can access the example of developed webinar, agenda and proposed presentation and exercises here:
<https://volonteuropa.eu/euav-training-webinars/>

You may also consult Standards and procedures required by the EU Aid Volunteers initiative: Guidelines for sending organisations (Section dedicated to Standard 1) and Toolkit, EU Aid Volunteers Initiative: Guidelines for local organisations (Project EU Aid Volunteers - Getting Involved, GVC).

3.4 · VOLUNTEER MANAGEMENT UNDER EU AID VOLUNTEERS INITIATIVE

You can access the example of developed webinar, agenda and proposed presentation and exercises here:
<https://volonteuropa.eu/euav-training-webinars/>

You may also consult Standards and procedures required by the EU Aid Volunteers initiative: Guidelines for sending organisations.

3.5 · GENDER APPROACH IN VOLUNTEER MANAGEMENT

You can access the example of developed webinar, agenda and proposed presentation and exercises here:
<https://volonteuropa.eu/euav-training-webinars/>

You may also consult Gender approach in the management of EU Aid Volunteers guidelines.

3.6 · EU AID VOLUNTEERS QUALITY STANDARDS AND OTHER RESOURCES ON THE INITIATIVE

Materials produced within the scope of the project:

Standards and procedures required by the EU Aid Volunteers initiative: guidelines for sending organisations:
<https://volonteuropa.eu/guidelines-certification-process/>
• Available in English, French, Hungarian, Italian, Romanian and Spanish.

The gender approach in the management of EU Aid Volunteers guidelines:
<http://www.aidvolunteers.org/guias/>

OTHER MATERIALS:

Toolkit, EU Aid Volunteers initiative: Guidelines for local organisations (Project EU Aid Volunteers - Getting Involved, GVC): http://www.gvc-italia.org/eu_aid_volunteers_guidelines_for_local_organisations.htm
• Available in English, Italian, French, Hungarian, Spanish, Arabic.



NOTES



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4

FREQUENTLY ASKED QUESTIONS (FAQS)





This part aims to create a resource bank of relevant information already grouped by the issues and possible questions relating to them. These questions and resources are based on analysis of experiences providing Technical Assistance to the 16 participating organisations and the FAQs developed by EACEA.

If you are interested in more FAQs you can also visit the following hyperlink:
https://eacea.ec.europa.eu/sites/eacea-site/files/2015_oct-faq_eu_aid_final.pdf

WHAT IS THE EU AID VOLUNTEERS INITIATIVE ABOUT?

The EU Aid Volunteers initiative offers opportunities for NGOs based both in the EU and elsewhere, as well as international organisations that are active in the field of humanitarian aid, disaster risk reduction or linking relief, rehabilitation and development. These NGOs need to form partnerships in order to propose projects that strengthen their own capacity in the above mentioned areas and to deploy European volunteers to strengthen humanitarian aid operations globally, outside the EU. It offers the possibility for European citizens and long-term residents in EU countries to participate as EU Aid Volunteers in capacity building of humanitarian organisations and local communities working in disaster-affected countries outside Europe. Online volunteering assignments will also provide the opportunities for volunteers from around the world to support humanitarian action.

You can find out more in the EU Aid Volunteers factsheet (<https://volonteurope.eu/wp-content/uploads/2016/10/factsheetEUAV.pdf?95c7d6>).

HOW IS IT MANAGED?

The Education, Audiovisual and Culture Executive Agency (EACEA) is in charge of the complete life-cycle management of the strands/actions mentioned above. This consists of the implementation of the programme including the call for proposals, analysis of the grant requests, on-the-spot monitoring of projects, and the dissemination of the projects' and programme's results. EACEA works in partnership with the European Commission, DG ECHO.

DG ECHO has guided the design and development of the programme in close consultation with EU member states and key humanitarian stakeholders. DG ECHO holds responsibility for the development of the legal framework at the base of the EU Aid Volunteers initiative and maintains key oversight for policy, financial and operational elements of the initiative.

WHO DOES WHAT?

EUROPEAN COMMISSION DG ECHO:

- › Sets out the priority areas for the deployment and the capacity building to be funded each year, based on assessment of need.
- › Runs the EU Aid Volunteers networking platform and communications to promote the initiative. Supervises and supports the implementation of the training programme for candidate volunteers.

SENDING AND HOSTING ORGANISATIONS:

- Through certification, commit to the quality standards in volunteer management.
- In consortia, submit project proposals to undertake capacity building, technical assistance and deployment: select, and provide candidate volunteers with apprenticeship postings deploy and manage EU Aid Volunteers.

THE COMMISSION'S EXECUTIVE AGENCY EACEA:

- Manages calls for proposals and tender and resulting contracts and grants.
- Manages the certification process.
- Provides insurance contract for all volunteers.

WHO CAN BECOME AN EU AID VOLUNTEER?

The EU Aid Volunteers initiative is open to EU citizens and third country long-term residents in a Member State from a wide range of backgrounds and with different experiences, from newcomers to experienced professionals. The selection of EU Aid Volunteers will be driven by the humanitarian needs in the sector at the time of recruitment and guided by equal opportunities and non-discrimination principles. Volunteers are European Union citizens and long-term residents in an EU Member State. Citizens of potential candidate countries, countries from the EEA or the European Neighbourhood Policy will be eligible to apply only when the EU signs bilateral agreements with those countries.

WHAT IS THE ROLE OF SENDING AND HOSTING ORGANISATIONS?

Sending organisations are entrusted with all the aspects of identification, selection, preparation, deployment and management of EU Aid Volunteers. They shall ensure that the hosting organisation is consistently involved throughout the entire project life-cycle.

Hosting organisations will receive the volunteers and are responsible for the induction phase, designating mentors and ensuring the provision of adequate accommodation and working conditions throughout.

IS MY ORGANISATION ELIGIBLE FOR CERTIFICATION AS SENDING/ HOSTING ORGANISATION?

The EU Aid Volunteers initiative is open to organisation based in Europe and other countries who comply with the following criteria:

SENDING ORGANISATIONS MUST:

- Adhere to the standards and procedures of the EU Aid Volunteers initiative.
- Be active in the field of humanitarian aid.
- Belong to any of the following categories:
 - non-governmental not-for-profit organisations established in a EU Member State;
 - civilian public law bodies from a Member State;
 - the International Federation of National Red Cross and Red Crescent Societies.



Organisations established in candidate countries, potential candidates and partner countries of the European Neighbourhood Policy, countries members of the European Economic Area (EEA) could participate at a later stage only when these countries have signed agreements with the EU covering the programme.

HOSTING ORGANISATIONS MUST:

- Adhere to the standards and procedures of the EU Aid Volunteers initiative;
- Be active in the field of humanitarian aid.
- Belong to any of the following categories:
 - non-governmental not-for-profit organisations operating or established in a third country under the laws in force in that country;
 - public law bodies of a civilian character governed by the law of a third country;
 - international agencies and organisations.

WHY ARE ORGANISATIONS REQUIRED TO BECOME CERTIFIED UNDER THE EU AID VOLUNTEERS INITIATIVE?

Each organisation wishing to take part in the EU Aid Volunteers programme is required to commit to implementing the high quality standards of volunteer management outlined in the EU Aid Volunteers legislation. This is a quality assurance indicator of the management of the initiative.

Sending organisations need to complete an evidence-based self-assessment form, showing that they comply with and commit to all the standards and procedures of the EU Aid Volunteers initiative, in areas such as duty of care rule, health and safety, equality rules, amongst others.

Hosting organisations need to complete a self-assessment form and submit it together with three references, in order to demonstrate their capacity to comply with and commit to the requirements of the EU Aid Volunteers initiative.

WHAT IS THE PROCESS FOR SUBMITTING APPLICATIONS FOR CERTIFICATIONS?

- The certification process is free of charge and organised on a rolling basis until September 2020, so no specific deadlines need to be respected.
- Within six months upon receipt of the completed application form, the EU Commission will communicate the outcome of the certification to the applicant organisation.
- Evaluation committees established to assess the submitted applications for certification meet monthly. In order for an application to be considered, it must arrive at the Agency's premises no later than 15 calendar days before the 1st day of the month in which the Evaluation Committee meeting takes place.
- Organisations that have failed certification can apply with priority for capacity building for hosting organisation and/or technical assistance for sending organisations.
- Unsuccessful organisations can re-submit an application for certification after 12 months.
- The self-assessment forms for certification are available in English and French only. However, we accept submissions of self-assessment forms completed in any of the official EU languages. Submission of self-assessment forms and accompanying evidence are to be sent electronically, using only the following email: EACEA-EUAID-VOLUNTEERS@ec.europa.eu. Acknowledgement of receipt is sent via email to all applying organisation.

WHAT HAPPENS ONCE MY ORGANISATION HAS BEEN CERTIFIED?

Once you have been certified as a sending or hosting organisation your organisation may participate in responding to calls for proposals published under the EU Aid Volunteers initiative. Calls for proposals for deployment of EU Aid Volunteers are published on the website of the Directorate-General for European Civil protection and Humanitarian aid Operations and of EACEA, and specify the geographic and thematic priorities of projects.

WHAT IS THE DIFFERENCE BETWEEN TECHNICAL ASSISTANCE AND CAPACITY BUILDING FOR SENDING AND HOSTING ORGANISATIONS?

- Technical assistance and Capacity building is a call to fund activities that strengthen capacities for sending and hosting organisations intending to participate in the EU Aid Volunteers initiative and ensuring compliance with the standards and procedures.
- Technical assistance is specifically aimed at building the capacity of organisations inside Europe.
- Capacity building is aimed at building the capacity of organisations in countries outside Europe.
- This includes a wide range of activities such as:
 - Study / scoping visits to refine and finalise needs assessment of the action.
 - Activities to build / strengthen capacities.
 - Seminars and workshops; job shadowing.
 - Twinning arrangements and exchange of staff.
 - Exchange of knowledge, organisational learning and good practices; study visits.
 - Activities to: foster partnership building, assist organisations in meeting the Core Humanitarian Standards, to strengthen regional cooperation.
 - Development and management of online volunteer opportunities.
 - Coaching/mentoring of key sending organisation's staff and volunteers.
 - Training courses for third country trainers/coaches/mentors/ multipliers.

WHERE SHOULD I STATE IN THE APPLICATION PACKAGE THAT MY ORGANISATION PARTICIPATED IN THE TECHNICAL ASSISTANCE ACTIVITIES?

As advised by the Commission, organisations participating in the Technical Assistance activities should state their involvement, trainings and assistance received in the last question of the Self-Assessment form:

18.4 Will you invite returned volunteers to provide constructive feedback on the initiative, including by explaining how their input can inform future placements? (Article 23(6) IR)

The organisation is committed to meeting the requirement and making relevant staff aware of it: YES NO

If necessary, comment on gaps/measures needed to ensure compliance with the requirement:

If you would like to enclose additional information, please specify which requirements it covers:

Please remember that the Technical Assistance project's title and reference number should be specified.



WHAT DOES 'THIRD-COUNTRY' MEAN IN THE CONTEXT OF EUAV?

As defined in the Regulation No 375/2014 establishing EU Aid Volunteers initiative, 'third country' means a country outside the European Union where humanitarian aid activities and operations take place.

WHAT IS CONSIDERED AS ACTIVE IN THE FIELD OF HUMANITARIAN AID?

The EU Commission applies a broad definition of humanitarian aid, defining it as: 'activities and operations in third countries intended to provide needs-based emergency assistance aimed at preserving life, preventing and alleviating human suffering, and maintaining human dignity in the face of man-made crises or natural disasters.

It encompasses assistance, relief and protection operations in humanitarian crises or their immediate aftermath, supporting measures to ensure access to people in need and to facilitate the free flow of assistance, as well as actions aimed at reinforcing disaster preparedness and disaster risk reduction, and contributing towards strengthening resilience and capacity to cope with, and recover from, crises' (Regulation 375/14 Art. 3(d))

In addition, the EUAV initiative seeks strong coherence and complementarity with other policy areas, notably development policy and the linkages of relief, rehabilitation and development. (Regulation 375 Art. 6(1))

CAN I APPLY FOR CERTIFICATION AND AT THE SAME TIME SUBMIT A PROJECT PROPOSAL FOR TECHNICAL ASSISTANCE /CAPACITY BUILDING PROJECTS?

YES. On the legal basis, there is no conflict of eligibility, as certification process is separate from the call for Technical Assistance and Capacity Building processes where there is no requirement for any of the consortium members (neither leader nor partner) to already have certification granted.

In order to find more information on the eligibility requirements, please consult the last call for proposals for Technical Assistance and Capacity Building:

https://eacea.ec.europa.eu/eu-aid-volunteers/funding/technical-assistance-and-capacity-building-eacea092017_en

MY ORGANISATION IS ACCREDITED IN EVS SCHEME - WILL THIS BE BENEFICIAL WHEN WE APPLY FOR THE CERTIFICATION?

European Voluntary Service is another European volunteering scheme that requires prior accreditation process that proves your organisation's compliance with a series of established requirements related to the volunteer management cycle.

Accreditation and experience of the implemented deployment projects can provide some relevant evidence documents that you can attach to your application package (as optional evidence) and make your case stronger.

WHAT IS THE LEGAL BASE OF THE INITIATIVE?

There are three legal acts defining the different aspects of the EU Aid Volunteers initiative. Regulation (EU) No 375/2014 established the EU Aid Volunteers initiative and provides the framework for the initiative. Standards and procedures for the EU Aid Volunteers initiative can be found in the Implementing Regulation 1244/2014 and the Delegated Regulation C(2014) 7725.

➤ Regulation 375/2014.

<http://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1420127481637&uri=CELEX:32014R0375>

- Implementing Regulation 1244/2014.
<http://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1420127455207&uri=CELEX:32014R1244>
- Delegated Regulation 1398/2014.
http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=OJ:JOL_2014_373_R_0003



NOTES



A series of horizontal dotted lines for taking notes, with a large, faint watermark of a hand holding a pen in the center.

5

ANNEX I





#EUAidVolunteers initiative kicked off! Find out how to get involved here: <http://bit.ly/1Uq1pLC>

#EUAidVolunteers kicked off! See stories from the pilot phase here: <http://bit.ly/2gqbaM7>

Have you heard about the **#EUAidVolunteers** initiative? Get involved: <http://bit.ly/1Uq1pLC>

You can make a difference: Join **#EUAidVolunteers** and be part of the change. Check out how to get involved: <http://bit.ly/1Uq1pLC>

#EUAidVolunteers come from different backgrounds, all with the skills to help meet the needs of the most vulnerable: <http://bit.ly/1Uq1pLC>

Power through local action: **#EUAidVolunteers** support resilience-building in countries outside the EU. Find out how: <http://bit.ly/2gcFD2d>

Are you a humanitarian org? Find out how **#EUAidVolunteers** can help build the capacity of your partners in the field: <http://bit.ly/2gcFD2d>

Interested in sending or hosting **#EUAidVolunteers** Here's how to do that! <http://bit.ly/2gcFD2d> include video: <http://bit.ly/2gQcyLs>

Find out how your humanitarian org. can benefit from well-trained **#EUAidVolunteers** with relevant skills and knowledge: <http://bit.ly/2gcFD2d>

#EUAidVolunteers work with local communities and organisations to deal with disasters. Find out more: <http://bit.ly/2gcFD2d>

#EUAidVolunteers supplements our humanitarian work by building the capacity and resilience of local communities: <http://bit.ly/1Uq1pLC>

Want to get involved? Find out how to become an **#EUAidVolunteers** sending or hosting organisation: <http://bit.ly/1Uq1pLC> and contact us!

Want to get certified as an **#EUAidVolunteers** sending or hosting organisation - we can help! <http://bit.ly/2hvPUoo>

Power through local action: **#EUAidVolunteers** supporting resilient communities to prevent& prepare for disaster: <http://bit.ly/2uPLgL7>

With **#EUAidVolunteers** we provide **#volunteering** support in areas where it is needed most, e.g. food security, resilience and education.

Become an **#EUAidVolunteers** partner and benefit from highly skilled #volunteers. See the calls for proposals here: <http://bit.ly/1KSH0ud>

Are you a humanitarian org looking for partnerships, skilled volunteers or capacity building? Join **#EUAidVolunteers**: <http://bit.ly/1KSH0ud>

Is your org thinking about becoming an **#EUAidVolunteers** partner? Watch below and find the calls for proposals here: <http://bit.ly/1KSH0ud>

Interested in **#EUAidVolunteers** but don't know what it might entail? Read volunteers blog and find out more: <http://bit.ly/2tsPZPx>

What's in it for **#EUAidVolunteers** partners? Watch below. Find the calls for proposals here: <http://bit.ly/1KSH0ud>

Need support on the standards required in the **#EUAidVolunteers** certification? We have guidelines for your org: <http://bit.ly/2tCMcCV>

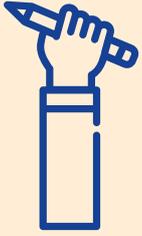
What **#EUAidVolunteers** allows your organisation to do that you could not do before? Listen here: <http://bit.ly/2uPzmkH>

Why is the **#EUAidVolunteers** initiative important? Listen to the testimonies from the orgs already involved: <http://bit.ly/2uoztmF>

Check the advantages to your organisation of being involved in **#EUAidVolunteers**: <http://bit.ly/2tTmw0w> and contact us to find out more!

How to get certified as an **#EUAidVolunteers** sending org? Check the e-tutorial: <http://bit.ly/2uPtCHB> and contact us if you need support!

NOTES



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ANNEX II MEDIA PACK





THE MEDIA PACK INCLUDES BUT IS NOT LIMITED TO THE FOLLOWING CONTENT:

EUAV factsheet: <http://bit.ly/14M0IGU>

EUAV certification mechanism brochure (EACEA): https://eacea.ec.europa.eu/sites/eacea-site/files/leafleteadcertificationmechanism2017_a5_web.pdf

EUAV FAQs (EACEA): https://eacea.ec.europa.eu/sites/eacea-site/files/2015_oct-faq_eu_aid_final.pdf

VIDEO MATERIAL AVAILABLE:

Animation: How to become a sending or hosting organisation: https://www.youtube.com/watch?v=fOKqT_xplXw

EU Aid Volunteers – why organisations should get involved: <https://www.youtube.com/watch?v=di2GBG76Plw>

eTutorial - 7 steps to becoming a certified Sending Organisation:
http://eacea.ec.europa.eu/videos/eu_aid_volunteer_7_steps.wmv

Testimonies from the organisations involved in the EU Aid Volunteers on the opportunities of the programme:
<https://www.youtube.com/playlist?list=PL3xTi8eO-wuuvUHMOCU7F-Xhx6nyVuFdP>

Alba - II pilot project in Uganda: <https://www.youtube.com/watch?v=TWcQib0kAHo>

Erica, III pilot project in Lebanon: https://www.youtube.com/watch?v=sC_ChEUOgXQ

Back to base 1 conference: https://www.youtube.com/watch?v=_00hcDKnAW8

Back to base 2 conference: <https://www.youtube.com/watch?v=FoNExVL7iUA>

EU Aid Volunteers: Interview with Christos Stylianides, EU Commissioner:
<https://www.youtube.com/watch?v=3vSgBgNuOno>

EU Aid Volunteers: How it works in practice for sending and hosting organisations (pilot phase testimonies):
<https://www.youtube.com/watch?v=vqIDrQH7RT8>

Why did your organisation get involved in EU Aid Volunteers? Alim MD Abdul from Action Aid Bangladesh:
<https://www.youtube.com/watch?v=BccmR2y2vGw&index=1&list=PL3xTi8eO-wuuvUHMOCU7F-Xhx6nyVuFdP>

What are the advantages to your organisation of being involved in EU Aid Volunteers? Bhupendra Ghimire, Volunteers Initiative Nepal:
<https://www.youtube.com/watch?v=Km-kVPrAn64&list=PL3xTi8eO-wuuvUHMOCU7F-Xhx6nyVuFdP&index=2>

Why is the EU Aid Volunteers initiative important? Claudia Sanchez Cruz, Acción contra el Hambre (Spain):
https://www.youtube.com/watch?v=_ddM_MSuz8s&list=PL3xTi8eO-wuuvUHMOCU7F-Xhx6nyVuFdP&index=3

What has EU Aid Volunteers allowed your organisation to do that you could not do before? David Gal, Hungarian Baptist Aid:
https://www.youtube.com/watch?v=_0Zzz_EG6ck&list=PL3xTi8eO-wuuvUHMOCU7F-Xhx6nyVuFdP&index=4

Why is the EU Aid Volunteers initiative important? Dillip Pattanaik, Orrissa State Volunteers and Social Workers Association (India):
https://www.youtube.com/watch?v=c216ExjHt_0&list=PL3xTi8eO-wuuvUHMOCU7F-Xhx6nyVuFdP&index=5

What are the advantages to your organisation of being involved in EU Aid Volunteers? Esther Mumia, Western Focus (WEFOCO), Kenya:

<https://www.youtube.com/watch?v=6mb8ARXqRBE&list=PL3xTi8eO-wuuvUHMOCU7F-Xhx6nyVuFdP&index=6>

Why is the EU Aid Volunteers initiative important? George Fenton, Humanitarian Logistics Association, UK:

<https://www.youtube.com/watch?v=mZrY4QoM4cQ&list=PL3xTi8eO-wuuvUHMOCU7F-Xhx6nyVuFdP&index=7>

What has EU Aid Volunteers allowed your organisation to do that you could not do before? Jean Christophe Crespel, La Guilde, France:

<https://www.youtube.com/watch?v=wDrbNGkO1Ho&index=8&list=PL3xTi8eO-wuuvUHMOCU7F-Xhx6nyVuFdP>

What are the advantages to your organisation of being involved in EU Aid Volunteers? Julian Pavel, ICOO Cooperation, The Netherlands:

<https://www.youtube.com/watch?v=LhMLzNO5AIM&index=9&list=PL3xTi8eO-wuuvUHMOCU7F-Xhx6nyVuFdP>

Why is the EU Aid Volunteers initiative important? Markus Leimegger, ANPAS, Italy:

<https://www.youtube.com/watch?v=Aqgd0GhBGLs&index=10&list=PL3xTi8eO-wuuvUHMOCU7F-Xhx6nyVuFdP>

What are the advantages to your organisation of being involved in EU Aid Volunteers? Matilde Herreros Varela, Alianza por la Solidaridad Jordan:

<https://www.youtube.com/watch?v=U01cuEXtGrw&index=11&list=PL3xTi8eO-wuuvUHMOCU7F-Xhx6nyVuFdP>

What has EU Aid Volunteers allowed your organisation to do that you could not do before? Paola Pinza, ECUASOL:

<https://www.youtube.com/watch?v=q3ZqD18xyWc&list=PL3xTi8eO-wuuvUHMOCU7F-Xhx6nyVuFdP&index=12>

Why is the EU Aid Volunteers initiative important? Piotr Sadowski, Volonteurope:

<https://www.youtube.com/watch?v=isv8dTx9gtc&list=PL3xTi8eO-wuuvUHMOCU7F-Xhx6nyVuFdP&index=13>

What are the advantages to your organisation of being involved in EU Aid Volunteers? Rachida Boussamgane, Association Aicha, Morocco:

<https://www.youtube.com/watch?v=7JnY6Pb8i48&index=14&list=PL3xTi8eO-wuuvUHMOCU7F-Xhx6nyVuFdP>

Why is the EU Aid Volunteers initiative important? Wajdi Yaeesh, Human Supporters Association, Palestine,

<https://www.youtube.com/watch?v=ihNVDMYOIHo&index=15&list=PL3xTi8eO-wuuvUHMOCU7F-Xhx6nyVuFdP>

SOME OF THE PILOT PHASE EU AID VOLUNTEERS TESTIMONIES:

Blog: Being an EU Aid Volunteer - a life changing experience:

http://ec.europa.eu/echo/blog/being-eu-aid-volunteer-%E2%80%93-life-changing-experience_en

Blog: Tackling drought and sanitation: EU Aid Volunteer in India: <http://bit.ly/1Y8Yqsl>

Blog: EU Aid Volunteers: From policy to implementation: <http://bit.ly/1J0c1s7>

Blog: EU Aid Volunteer uses digital mapping to help prepare for disasters in the Philippines:

<http://bit.ly/2gQ93V6>

YouTube channel on the EUAV pilot phase experiences:

<https://www.youtube.com/watch?v=mm2tjNDHSl4&list=PL3xTi8eO-wuul9pW4Ov8OWt0nq7PTRgYP>

STORIES FROM THE FIELD - VOLUNTEERS DEPLOYED WITHIN THE EU AID VOLUNTEERS:

Blog with the stories from the volunteers deployed by GVC: <http://www.euvolunteerportal.org/it/blog/>

Blog with the stories from the volunteers deployed by Alianza por la Solidaridad:

<http://www.aidvolunteers.org/>

**Testimonies of the organisations participating in the Technical Assistance project:**

<https://volonteuropa.eu/project/eu-aid-volunteers-technical-assistance/>

ECHO also encourages you to use content from ECHO's website, social media platforms and its Flickr collection with the request that ECHO is appropriately credited/ tagged:

● ● FLICKR

https://www.flickr.com/search/?user_id=69583224%40N05&view_all=1&text=EU%20Aid%20Volunteers

**YOUTUBE**

<https://www.youtube.com/user/HumanitarianAidECHO>

REFERENCES / BIBLIOGRAPHY / LINKS

REGULATION (EU) No 375/2014 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 3 April 2014 establishing the European Voluntary Humanitarian Aid Corps ('EU Aid Volunteers initiative');

<http://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1420127481637&uri=CELEX:32014R0375>

COMMISSION DELEGATED REGULATION (EU) No 1398/2014 of 24 October 2014 laying down standards regarding candidate volunteers and EU Aid Volunteers:

http://eur-lex.europa.eu/legal-content/ES/TXT/?uri=uriserv%3AOJ.L_.2014.373.01.0008.01.ENG

COMMISSION IMPLEMENTING REGULATION (EU) No 1244/2014 of 20 November 2014 laying down rules for the implementation of Regulation (EU) No 375/2014 of the European Parliament and of the Council establishing the European Voluntary Humanitarian Aid Corps ('EU Aid Volunteers initiative');

<http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32014R1244>

EU Aid Volunteers, http://ec.europa.eu/echo/what/humanitarian-aid/eu-aid-volunteers_en

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<https://volonteurope.eu/project/eu-aid-volunteers-technical-assistance/>

EU Aid Volunteers - Technical Assistance and Capacity Building:

https://eacea.ec.europa.eu/sites/eacea-site/files/euav_brochure_cbta.pdf

International Volunteer Day 2016: <https://www.unv.org/international-volunteer-day-2016>

European Civil Protection And Humanitarian Aid Operations (ECHO) Visibility Website:

<http://www.echo-visibility.eu/>

Tusiewicz, K., Miret, M. (2013) 'Shaping the European Humanitarian Aid Volunteering: the Spanish experience' Alianza por La Solidaridad:

http://www.alianzaporlasolidaridad.org/wp-content/uploads/1EUAidVolunteersReport_final.pdf

EU Aid Volunteers initiative- Back to Base II Conference report:

http://ec.europa.eu/echo/sites/echo-site/files/EUAV_report.pdf

Evaluation of the Pilot Action of EU Aid Volunteers - Final Report:

https://ec.europa.eu/echo/files/evaluation/2014/pilot_project_euaidvolunteers_final_report_en.pdf

INFO DAY EU Aid Volunteers 2016 (EACEA):

http://ec.europa.eu/echo/info-day-eu-aid-volunteers-call-proposals-2016-webstreaming_en

INFO DAY Call for proposals Technical Assistance and Capacity building, EU Aid Volunteers 2016:

http://ec.europa.eu/echo/info-day-eu-aid-volunteers-technical-assistance-and-capacity-building-call-web-streaming_en

The discussion paper 'Volunteering Landscape and the European Union Aid Volunteers Initiative', Comhlámh 2017:

<http://comhlamh.org/wp-content/uploads/2016/05/Volunteering-Landscape-and-the-EU-Aid-Volunteers-Initiative-spreadsheet.pdf>

This document covers the Initiative EU Aid Volunteers and has been implemented with the financial assistance of the European Union. The views expressed herein should not be taken, in any way, to reflect the official opinion of the European Union, and the European Commission is not responsible for any use that may be made of the information it contains.

Learning and
development plan:
concept and management

r's rights and
duties

EU Aid Volunteers
We Care, We Act



This document has been created to help guide organisations intending to act as Focal Points in their country execute their role effectively.

The four sections, and their attendant subsections contain all the resources needed to enable Focal Point organisations to disseminate information about the EU Aid Volunteers initiative, and to attract more organisations to take part.

These Focal Point guidelines have been developed within the framework of the EU Aid Volunteers initiative Technical Assistance project, led by Alianza por la Solidaridad, together with GVC, Volonteuropa and HBAid.

Now, it is the turn of the national Focal Points to capitalise on these guidelines and put them into practice. For more information visit:
<https://volonteuropa.eu/project/eu-aid-volunteers-technical-assistance/>

EU Aid Volunteers

We Care, We Act

