

CHALLENGES WORLDWIDE VOLUNTEER IMPORTANT INFORMATION ENCLOSED

Four important documents are provided for your placement:

1. **ACTION SHEET** – this explains what support you can expect from Challenges Worldwide and the commitment Challenges Worldwide expects from you
2. **CODE OF CONDUCT** – this contains rules and guidelines regarding your behaviour, conduct and attitude whilst preparing for your placement, during your placement and in any post-placement activities
3. **DISCIPLINARY POLICY** – this contains details of the disciplinary procedure that will apply if you do not comply with the rules, guidelines and obligations set out in the Action Statement and the Code of Conduct
4. **DECLARATION** – this confirms that you have read and understood all of the documents also contains a photo consent and release form.

What do you need to do?

In order for you to participate in the ICS Programme, you must read and understand the Action Statement, the Code of Conduct and the Disciplinary Policy. You must confirm your understanding by signing two copies of the Declaration before starting your placement.

You must keep one copy of the Action Sheet, the Code of Conduct, the Disciplinary Policy and your signed Declaration in your Volunteer Handbook throughout the programme and you should refer back to them throughout your programme. Another set of copies will be kept on file by Challenges Worldwide.

Why is this so important?

It is important for you to think about how your behaviour, attitude and conduct will affect your team, your host community and the reputation of Challenges Worldwide and the ICS Programme. The ICS Programme is financially supported by the UK government, and in order for this to continue, it must operate with your safety and the safety of others as a paramount concern for both you and Challenges Worldwide. To ensure the continued success of the ICS Scheme and for your own protection whilst on your placement, you will have to operate within tighter personal constraints than you may be used to.

This will be a fantastic opportunity for you to be an ambassador for the International Citizen Service scheme and Challenges Worldwide and for your personal and professional development more generally. We look forward to working with you and hope you make the most of your experience.

CHALLENGES WORLDWIDE VOLUNTEER ACTION SHEET

As this programme requires such a large degree of commitment from both you and Challenges Worldwide ICS, it is only fair to set out exactly what you can expect us to do and what we expect you to do in return

WHAT YOU CAN EXPECT FROM CHALLENGES WORLDWIDE

Before your placement, we will provide you with:

1. Documentation to explain your placement and associated risks you may face
2. One preparation workshop prior to the start of your placement, including country and community risk assessments and security plans
3. Reimbursement of costs incurred for medical examinations, vaccinations and travel to and from the preparation workshop and RV courses
4. An induction to Challenges Worldwide safeguarding policy and procedures

During your placement we will fund:

5. Visas for travel to your host country and will explain the process for obtaining a visa to you
6. Travel to your host community. For UK volunteers this includes an international flight.
7. Lodging and food in your host country (breakfast and dinner in your Host Home)
8. Transport costs to and from your work placement and other programme-related activities (excluding organised social events)
9. A weekly living allowance, sufficient to cover the cost of basic expenditures (eg toiletries) and local food for your lunches, but not intended to cover the cost of 'European' food or alcohol (both of which are discouraged)
10. Two modules of Chartered Management Institute-accredited syllabus materials, tools and exercises. This will mean that if you pay an assessment fee when you finish your placement, you be assessed and may be awarded a Level 5 Certificate in Professional Consulting
11. Additional learning resources through our online learning platform
12. Insurance cover for the duration of your placement – please refer to the details of the extent of this coverage which are set out in your Volunteer Handbook

During your placement we will provide

1. Pastoral support throughout
2. Monitoring of risks that may affect your placement

After your placement we will:

13. Support you with your Action at Home project
14. Provide you with information on different employment and training opportunities
15. Provide you with a reference for future employers once you have completed your Action at Home project.

WHAT CHALLENGES WORLDWIDE EXPECTS FROM YOU

Before your placement you will:

1. Attend training events and read and understand the Volunteer Handbook and country briefing information you will be provided with
2. Complete all paperwork by the deadlines you are given
3. Safeguarding: Read and understand your role and responsibilities in relation to safeguarding and the minimum expected/appropriate behaviour in relation to preventing abuse
4. Safety: Make an informed decision, on the basis of the information provided by the Challenges Worldwide and information you have found for yourself, regarding the risks of participating in the programme
5. UK volunteers will have made every effort to raise and donate £800 (or £1500 depending on the target agreed and deliver it to Challenges Worldwide. You will not get this money back if you are dismissed or leave the programme early.
6. Follow Challenges Worldwide guidance regarding the medical clearance procedure and ensure that you receive all recommended vaccinations in ample time before you depart and, if necessary, book a medical appointment. Participation depends upon the medical advisor giving medical clearance. It is essential that all medical advice is followed. Volunteers travelling without completing all necessary vaccinations will not be covered under the CW insurance for any related illnesses or conditions contracted whilst on placement.

During your placement you will:

7. Follow the timetable of deliverables outlined in the GANTT chart provided to you by Challenges Worldwide.
8. Be able to look after yourself with respect to cooking, basic health and hygiene. You should also expect to help with domestic chores in your host home.
9. Actively participate in all aspects of the programme, including living in the community, projects, group activities, trainings, orientation and evaluations.
10. Live modestly - ICS is a programme that promotes equality throughout and living modestly alongside members of your host community is a key part of this
11. Understand, appreciate and accept that standards of living, food, culture, religion and all aspects of life may differ from what you experience at home.

After the placement you will:

12. Attend the Challenges Worldwide post-placement debrief
13. Organise at least one action in your home community within six months of the post placement debrief.

CHALLENGES WORLDWIDE VOLUNTEER CODE OF CONDUCT

This Code of Conduct explains the conduct that we expect from you as a representative of your country and the ICS Programme. It consists of 7 Core Dimensions, which should act as your guiding principles throughout your placement, and more detailed guidelines as to particular dos and don'ts during your placement

THE CORE ICS DIMENSIONS

We do not ask for any specific skills or experience in our volunteers. We do however look for people who want to learn and to become active citizens. The 7 areas that we focus on are:

a) Positive and Realistic Commitment

Understanding the challenges of living with different community with new people, and being excited by that. Aware and prepared for different parts of the programme.

b) Commitment to Learning

Wanting others to learn and understanding how you can share, learn and develop personally

c) Practical Problem Solving Ability

The ability to solve practical problems using available resources. An inventive and positive approach, making decisions where necessary

d) Flexibility and Adaptability

Working out how to cope with new and demanding situations

e) Self Assurance

The self-confidence to deal with people and the different situations with calmness and humour

f) Working with Others

The social skills to work with others and to help others to solve problems as well as persuading others to do things

g) Sensitivity to the Needs of Others

An open and non-judgmental approach, which respects other people and cultures. Good at listening to others, and seeing things from their point of view

You have been selected for this programme because you have shown that you have these qualities. We expect you to continue to demonstrate these qualities throughout your involvement with Challenges Worldwide, and continue to improve them, whatever your starting point. Not doing so is treated in the same way as breaking any other part of this Code of Conduct and could result in disciplinary action being taken, as explained in the Disciplinary Policy.

A breach of the Code of Conduct may result in you no longer being invited to the Return Volunteer Event and Challenges Worldwide may decide not to provide a reference for you regarding your placement, this will be at the discretion of Challenges Worldwide staff.

DETAILED GUIDELINES

During your placement you will:

1. Participate fully in all aspects of the programme, including living in the community, projects, group orientations and evaluations. At the same time, you must realise that these activities will be different in every placement and there is no experience guaranteed by Challenges Worldwide
2. Not take part in activities that may stop the programme achieving its aims or Challenges Worldwide efforts to keep you safe
3. Treat everyone equally with dignity and respect
4. Abide by and respect all the laws of both the UK and the host country. Local laws will apply and failure to keep to these could have serious consequences, for which Challenges Worldwide holds no responsibility. UK volunteers will continue to be subject to UK laws. If you are unsure of any laws or regulations it is your responsibility to get clarification from Challenges Worldwide.
5. Participate in supervision sessions and support offered by Challenges Worldwide staff, including weekly team meetings and 1-2-1s with staff and team leaders
6. Recognise that you are personally responsible for your day-to-day well-being and security, and accept the decisions of Challenges Worldwide with regard to issues of safety and security. These issues include remaining within host communities unless you have special permission from your ICS agency.
7. Remain in your host community when asked to by Challenges Worldwide staff, because as well as remaining more safe and secure, you can fully immerse yourself in community life
8. Live modestly, within the culture of your host community, avoiding showy behaviour or drawing attention to yourself
9. Make sure you dress and behave in a way that would be considered polite and respectful in your host community
10. Behave professionally at all times, conscious that you are representing your team, Challenges Worldwide, the ICS Programme and the British government generally
11. Follow routine administration procedures necessary to run the programme.

During your placement you will not:

1. Leave the city or town where you live and work or enter any areas that Challenges Worldwide in-country staff have told you are off-limits without special permission to do so.
2. Get drunk or drink irresponsibly. Please see the special guidelines at the end of this Code of Conduct relating to alcohol.
3. Take recreational drugs or abuse prescription drugs (regardless of whether or not the drugs are legal in the UK or your host country)



4. Break the curfews set by Challenges Worldwide staff in your host community. The general curfew time is 8:30pm, but this may be adjusted to earlier or later on particular placements.
5. Develop any relationships which may put yourself at risk, or negatively affect how well the team get on, or how the programme is seen by the community.
6. Sexually harass any other person – this includes making unwelcome sexual advances, requests for sexual favours or other verbal or physical conduct of a flirtatious or sexual nature
7. Participate in any activity or work for personal monetary gain
8. Use the computers or external devices such as memory stick of your host home
9. Take leave from the programme or your host community unless to attend a family or medical emergency and only then, with the express permission of Challenges Worldwide.
10. Post any images or text on social media which may adversely affect the reputation of Challenges Worldwide or the programme generally
11. Hitch-hike
12. Drive any motorised vehicle
13. Drive or ride as a passenger on any motorbikes, motorised scooters or mopeds
14. Enter the sea, lakes or rivers
15. Swim in public or private swimming pools unless these have been risk assessed and you have written permission to do so from Challenges Worldwide staff
16. Take part in any adventure activities, including, but not exclusive to, white water rafting and other water sports, bungee jumping, climbing, horse riding, parasailing

SPECIFIC GUIDELINES FOR ALCOHOL CONSUMPTION

We do not prohibit alcohol consumption in its entirety (although it may be necessary to do so in particularly local communities, at the discretion of the local Challenges Worldwide staff).

We stress responsible consumption of alcohol for a variety of reasons:

- evidence has shown a link between volunteers drinking and placing themselves at risk;
- drinking alcohol can lower inclusion since the price of it may be beyond some individuals;
- your stipend is not designed to cover the costs of alcohol.

You are also an ambassador for your country and for Challenges Worldwide and there is an expectation that you will behave appropriately in that role. Drunkenness is NOT acceptable and may result in your dismissal from the programme. The decision of whether a person is drunk or not rests with the Challenges Worldwide. If dismissal is considered appropriate by Challenges Worldwide, you may not be given any warning and you may simply be dismissed.

During your placement, if you drink at all, you must drink responsibly. This means:

- Making sure you're safe
- Making sure other people are safe



- Actively avoiding dangerous situations
- Minimising the risks to yourself and others
- Having a positive drinking experience

How can I be a responsible drinker?

Keep an eye on what you're drinking. Find out about what a standard drink is and use that as a way of keeping track of how much you're drinking. Think about the alcohol content in each drink you consume and make sure that you're spacing out the time between your drinks. In practice – make sure you leave enough time between drinks to feel the effects of the first one before ordering the next one. Also drink water between your drinks to help dilute the alcohol in your system.

Alcohol is a depressant drug which slows down your reaction speed, which means if you need to think and act fast, you probably won't be able to. If you're going out for drinks (before curfew unless an organised social), work out amongst your group of friends to agree on what time you are all leaving, agree on how you will get home, book transportation in advance, ensuring that you have enough money for transport.

Avoid mixing alcohol and medicinal drugs (illegal drugs are unacceptable and will result in instant dismissal). The impact of mixing alcohol and other medicinal drugs is serious. Not only can you not anticipate the effect it will have on your behaviour, it will most likely make you pretty sick. There are no safe combinations when it comes to alcohol and other drugs, so it's better to avoid this completely.

The basic thing to remember around responsible drinking is common sense. If it doesn't sound like a good idea, it undoubtedly isn't one. If you're not comfortable with the environment you're in or are worried about bad things happening, you should rethink your plans. If you don't feel able to drink responsibly, for whatever reason, it might mean you need to seek some outside advice. Have a chat to staff or Team Leader's if you need and advice or help in keeping your drink in check, they can work with you to find services that will help and advise you.

CHALLENGES WORLDWIDE VOLUNTEER – DECLARATION AND PHOTO CONSENT AND RELEASE FORM

DECLARATION

Name: _____

ICS REF: _____ (Office use)

By signing this Declaration, I confirm that I have read and fully accept and agree to adhere to the contents of the Action Sheet, the Code of Conduct and the Disciplinary Policy. I understand that the obligations set out in these documents are an integral part of my ICS Programme and that failing to comply with them could result in the termination of my placement. In signing this agreement, I confirm my acceptance of a place with Challenges Worldwide

Signed by the Volunteer..... Date:.....

Signed on behalf of Challenges Worldwide Date:.....

PHOTO CONSENT AND RELEASE FORM

We reserve the right to use any photographic material or video that you send to any staff member during or after the course of the programme for use on our website or other marketing materials. It is your responsibility to ensure that you have the permission of any person featuring in a photograph or video sent to us. Volunteers must follow Challenges Worldwide guidelines on the gaining consent and the use of information, images and recordings of children, young people and vulnerable people ensuring that their dignity is maintained and confidentiality respected. Without expectation of compensation or other remuneration, now or in the future, I hereby give my consent to Challenges Worldwide, its affiliates and agents, to use my image and likeness and/or any interview statements from me in its publications, advertising or other media activities (including via the Internet). This consent includes, but is not limited to:

- (a) Permission to interview, film, photograph, tape, or otherwise make a video reproduction of me and/or record my voice;
- (b) Permission to use my name; and
- (c) Permission to use quotes from interview(s) (or excerpts of such quotes), film, photograph(s), tape(s) or reproduction(s) of me, and/or recording of my voice, in part or in whole, in Challenges Worldwide publications, in newspapers, magazines and other print media, on television, radio and electronic media (including the Internet), in theatrical media and/or in mailings for promotion of Challenges Worldwide's work.

This consent is given in perpetuity, and the use of any such materials does not require any further prior approval by me.

Signed by the Volunteer..... Date:.....

Signed on behalf of Challenges Worldwide Date:.....