



STEP UP

OFFICIAL PROGRAMME GUIDE



CISV International

Building global friendship

ABOUT THIS DOCUMENT

This is one of four Programme Guides. All content in this guide is relevant to the Step Up programme.

Sometimes, this Guide will refer to other CISV documents; linked, external sources such as documents and websites. All CISV internal resources are stored on the CISV International website (www.cisv.org).

CISV Programme Guides are designed to support volunteers in delivery and a consistent approach. This Programme Guide offers advice and best practice for Chapters and staff to apply in the best way for your programme. Whilst there will be differences from programme to programme, the Guide includes information about policy and procedures that you must follow to keep participants, staff and volunteers safe.

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.

2024 UPDATES

Please note that the updates made to this programme guide in advance of the 2024 programme seasons included:

- Removal of non-Step Up related programme information
- Correction to out-of-date information and resources
- Clarification around Risk Management and Safeguarding practices and policies
 - Note: work is still being done to update some policies and resources for the 2024 programme seasons and will be distributed to NA Risk Managers as it becomes available

RELEVANT SECTIONS



-- Highly Relevant



-- Be Familiar With

	Introduction	Role Profiles	Hosting Before	Hosting During	Sending	Education & Evaluation
Staff	◆	◆	◆	◆		◆
Leader	◆	◆		◆◆	◆	◆
Family	◆	◆			◆◆	
Participant	◆	◆			◆◆	
Chapter/NA person with programme responsibility	◆	◆	◆	◆	◆	◆

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STEP UP / INTRODUCTION

◆ -- Highly Relevant

◆◆ -- Be Familiar With

	Introduction	Role Profiles	Hosting Before	Hosting During	Sending	Education & Evaluation
Staff	◆	◆	◆	◆		◆
Leader	◆	◆		◆◆	◆	◆
Family	◆	◆			◆◆	
Participant	◆	◆			◆◆	
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 offers an exciting blend of four international camp-based and local community programmes. They each focus on one or more of our four educational content areas through activities that are delivered using a fun, non-formal, interactive approach that allows our participants to ‘learn by doing’. In line with our educational

principles, our programmes are designed to foster open-mindedness, intercultural awareness, and an understanding of our impact on each other and the world around us.

Each of our programmes is designed for a specific age-group and participants are offered increasing levels of personal responsibility. We further encourage our participants to think about how they can use their learning to act to make a positive difference in their communities; from organizing an anti-litter campaign in their school to running for public office.

At the heart of all our programmes, and everything we do, is our founding belief that peace is possible through building friendship and mutual understanding.

STEP UP

Step Up camps encourages participants to take responsibility for planning and organizing educational activities; helping them to develop their problem-solving and leadership skills and confidence. Step Up encourages participants to see how they can use what they have learned to make an impact once they return home. Just as importantly, they make friends and gain a wider appreciation of life in different countries.

Step Up involves and mobilizes the whole Chapter. With a shorter length and fewer volunteer needs, this may be the perfect programme for a developing Chapter that aspires to host a Village. It provides an excellent opportunity for volunteer recruitment and helps to keep experienced volunteers engaged with a wide variety of roles and tasks. As the programme requires participation with other organizations, Step Up also provides opportunities for local impact and local visibility.

AGE GROUP	DURATION	SIZE
14 or 15	23 days	10 delegations of participants, each with 4 participants (2 girls & 2 boys)
LEADER	<ul style="list-style-type: none"> Each delegation has 1 adult leader 	
STAFF	<ul style="list-style-type: none"> Must have at least 4 adult staff Can have only 2 junior staff who must be from the host NA International staff must have prior Step Up experience as leader or staff It is strongly recommended that at least 1 staff member has prior experience as a Step Up leader or staff and/or have attended Step Up training at a Regional Training Forum 	
STAFF/LEADER AGE	<ul style="list-style-type: none"> Staff must be at least 21 years old on the first day of the programme 1 staff member must be at least 25 years old Junior staff in Step Up for age group 14 must be at least 18 years old but where there are two junior staff at least one of them must be 19 years old, and junior staff in Step Up for age group 15 must be at least 19 years old Leaders must be at least 21 years old on the day of departure for the programme 	
PARTICIPATION	<ul style="list-style-type: none"> You can take part in more than one Step Up 	

THE STEP UP PROGRAMME

WHAT IS STEP UP?

Step Up is a 23-day programme that has a theme that should be decided by the staff and supported by the leaders while preparing and training their delegations before camp.

Adults have 2 additional planning days at the beginning of the camp during which the leaders stay with the staff at the campsite while the delegates are at home stays.

English is the official language and delegates should be willing to communicate in English during the camp.

Visitation to Step Up is only during Open Day.

Each delegation will prepare and perform a cultural activity related to their country and the theme of the camp.

There will be an evaluation during and after the Step Up.

KEY CHARACTERISTICS OF THE PROGRAMME

This is a multi-cultural programme, which is developed around a particular theme. All activities and discussions are focused on a theme that is related to a CISV educational content area. The emphasis of the programme is on youth leadership through adult facilitation.

It is very important that the preparation of the delegations starts a few months before the international experience takes place. The programme is not just a camp. It is the conjunction of a local training experience and an international camp that helps the participants develop the attitudes, skills and knowledge that are necessary to reach the programme goals.

HOW STEP UP DEVELOPED AND IS AN INTEGRAL PART OF CISV

Historically, as more and more eleven-year-olds returned from villages, fired with enthusiasm about their experiences, other young people, often those who had been unable to attend a village, felt that they too would like to have their own village-type experience. It was decided to hold a number of experimental summer camps, but to ensure that the content and format were suited to an older age group. Summer camp was approved as an official programme in 1995. In 2012, the summer camp programme changed its name to step up to better reflect its goals and development.

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 the CISV programmes.

As an organization working mainly with children, 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, legal issues, discrimination, bias, racism and homophobia.

Programme coordinators, host families, staff, and adult delegates all serve as guardians of the children given into our care to participate in CISV's educational programmes. CISV programmes must further observe differing cultural, legal, ethical and educational perspectives. If families 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 Positive 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.

DATA PROTECTION

CISV takes the privacy of our participants and volunteers seriously and we strive to ensure good data protection practices in all parts of our organization. CISV International makes continual efforts to respect your privacy and to be clear with you about the type of data we will need from you, how we will use it, and for what reasons.

Explanatory information in this regard can be found at [Data Protection](#).

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 protect.

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, Training Committee, Regional Delivery Teams for Educational Programmes, and the International Office (IO).

INTERNATIONAL OFFICE (IO)

For programme related matters, the IO typically communicates with NAs through the National Secretary or National Risk Manager. All mailing is sent to the National Secretary or National Risk Manager, 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.

EDUCATION & RESEARCH COMMITTEE

One of the standing operational committees of CISV International, the Education and Research Committee supports delivery and innovation of high-quality educational programme content, research, and methodology. The Education and Research Committee will cooperate closely with the other Board and Operational Committees within CISV International in areas of shared responsibility.

For more information, see [Terms of Reference - Education and Research Committee](#).

TRAINING COMMITTEE

One of the standing operational committees of CISV International, the Training Committee supports and develops CISV International's training, learning, and development recommendations identified in the Training Strategy Project Report. The Training Committee will cooperate closely with the other Board and Operational Committees within CISV International in areas of shared responsibility.

For more information, see [Terms of Reference - Training Committee](#).

REGIONAL DELIVERY TEAMS

Each region will be led by a Regional Manager and composed of 2-4 Member Support Coordinators and a Regional Team. The number of members and skills within each Regional Team may differ according to the needs and priorities of the region.

For more details and information, see [Terms of Reference - Regional Support Structure](#).

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.

OBJECTIVES OF NATIONAL / LOCAL PROGRAMME COORDINATOR / COMMITTEE

The NA 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](#).

STEP UP / ROLE PROFILES

◆ -- Highly Relevant

◆◆ -- Be Familiar With

	Introduction	Role Profiles	Hosting Before	Hosting During	Sending	Education & Evaluation
Staff	◆	◆	◆	◆		◆
Leader	◆	◆		◆◆	◆	◆
Family	◆	◆			◆◆	
Participant	◆	◆			◆◆	
Chapter/NA person with programme responsibility	◆	◆	◆	◆	◆	◆

Role profiles have been extracted into separate documents to aid in recruitment and help set clear expectations for each role when recruiting. These are intended to be a guide and resource for Members.

STEP UP / HOSTING BEFORE

◆ -- Highly Relevant

◆◆ -- Be Familiar With

	Introduction	Role Profiles	Hosting Before	Hosting During	Sending	Education & Evaluation
Staff	◆	◆	◆	◆		◆
Leader	◆	◆		◆◆	◆	◆
Family	◆	◆			◆◆	
Participant	◆	◆			◆◆	
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 five 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 at [Global Programme Hosting Plan](#). The plan is based on input from NAs, Regional Member Support Coordinators, Education and Research Committee, and the IO. The Member Support Coordinators 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 and updated regularly, so that we keep track of actual hosting figures and maintain a realistic view five years ahead.

An NA should plan its hosting in consultation with the Regional Member Support Coordinators. Each NA's hosting plan is included in the Global Programme 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 the Host and Participant Data Sheets (there is one per programme) on myCISV.

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. CISV International will consult with the NA if there are concerns regarding their ability to host.

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 or uptake. The host list is then finalised by the IO. The IO coordinates the process of inviting NAs to participate.

PROGRAMME CO-HOSTING

Two National Associations can decide to host a programme together. This is done when one or both NAs do not have sufficient resources or hosting experience to host on their own. If two NAs decide and agree to co-host a programme, they need to inform the Regional Team as well as indicate this in the relevant Host and Participant Data Sheet.

Co-hosting a programme is an opportunity to make a programme happen while also benefitting from the cooperation, help, and support from another NA. It can develop relations between the NAs and result in more diverse programmes.

It is very important that both NAs identify their official contact persons and start communicating with one another early on to plan and document the nature of their cooperation. This will include agreeing on matters such as host location, budget arrangement, general support, programme staff, hospitality points, etc.

It is strongly recommended that partnering NAs are from the same region.

In some cases, when the need for host support does not require co-host, a host buddy can be an alternative. A host buddy is a NA with strong hosting experience and knowledge that can act as a mentor. A host buddy would touch base with the NA throughout the planning process to ensure that things are on track, while also being available in the host has questions or doubts.

A hosting Promotional Association must have a co-host or a host buddy.

See [Co-Hosting Guide](#).

FINANCES FOR HOSTING

Each programme should have a treasurer. This person may be the Chapter treasurer and should have the ability to manage financial/banking needs of the programme.

The programme budget is vital and should be carefully discussed in the Chapter and with programme staff. 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.

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.

For all international camp-based programmes, 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](#). 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 [CISV Profile Raising and Fundraising](#).

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 InfoFile [C-11 Programme Cancellation and Penalty Fees](#).

BASIC BUDGET RULES / ITEMS

All expenses for staff, leaders and participants (except personal spending money and travel costs) 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 or leaders.

Transportation between the designated arrival point (stated in Pre-Camp 1) and the campsite must be paid by the host 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.

Many programmes will design their own camp-shirt. In some programmes the host provides it as a gift to all participants, and in some programmes the participants can buy it. Where participants must pay for the camp-shirt it is strongly recommended that the shirt be sold close to production cost, and that it not be used to generate income to the programme or host Chapter. Though camp-shirts are not mandatory in CISV programmes, there often is an expectation that a camp-shirt will be available, and participants may feel obligated to buy it.

SAMPLE OF BUDGET COMPONENTS

Income (Possible Sources)

- Host fees
- 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

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. All facilities must comply with local/national health and safety and building laws. See below for details of standard requirements.

CHOOSING THE CAMPSITE

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 be involved in the selection of the site, and in doing so is guided by the Risk Management Checklist – All Camp Programmes. This checklist details the basic standards expected of any site location. Additional detail in this regard is provided in the Risk Management section below.

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. It should have defined boundaries and not be shared with other groups or travelling individuals, if 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 campsite must be shared with another group, ensure that facilities and mealtimes are scheduled separately.

Staff, Chapter and site representatives should conduct an inspection of the site together before the programme starts 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.

If the site is not easily accessible, the host Chapter needs to arrange for group transport from a common meeting point to the site. The designated meeting point is where the Chapter considers it reasonable and safe for delegations and participants to reach on their own, and that does not require local knowledge or extensive walking. Any travel cost after the designated meeting point should be covered by the host Chapter. To ensure that all delegations and participants arrive at the designated meeting point on time, the Chapter should provide a clear meeting time for the meeting point (airport, train station, bus station or other).

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 to the extent required by local / national laws. 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.

TRANSPORT

Any driver and vehicle must be licensed and hold the necessary insurance. At least one car that is road worthy, and government certified where applicable, 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 two staff members 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. Note: any water activity must be risk assessed and control measures implemented; the support of the Chapter or National Risk Manager will be required to undertake this assessment. 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.

Staff, leader and programme coordinators must be familiar with the [CISV International Mental Health Guide](#).

RISK MANAGEMENT

In all situations and at all times, the welfare of CISV participants is our first concern.

Each host Chapter must have a Chapter Risk Manager and that person must be involved in the planning, preparation and running of the programme.

The National/Chapter Risk Manager should check that the necessary steps have been taken to provide for a programme using the [Risk Management Checklist – All Camp Programmes](#). This official international form must be used when a Chapter is hosting an international programme. This form is structured as a checklist requiring both an initial review and a final review. The First Review should be conducted by the Chapter Risk Manager and Programme Planner and must be done no later than 1 month prior to the start of the programme. It is recommended that all Programme Planners consider this checklist as part of the selection process for sites.

The Final Check must be conducted by the Chapter Risk Manager and the Programme Director no later than the 3rd day of the programme. The Programme Director and Programme Staff should consider this checklist in preparing for the programme.

Once the form has been completed, it must be signed by the Chapter Risk Manager and sent directly to their National Risk Manager. The National Risk Manager must then review and sign the form and forward a copy to safety@cisv.org. The National Risk Manager must also follow up on any concerns and report such concerns to their NA Board.

For the role of the Risk Manager and all other risk-related considerations, please see InfoFile section N and the Risk Manager role profile at InfoFile [U-14 Model Role Profile - NA or Chapter Risk Manager](#).

BEING PREPARED TO ACT IF A CRISIS ARISES

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, it is important to be prepared in case of a crisis, so it can be quickly recognised and addressed.

It is also very important, as part of planning for a programme, to consider and prepare a crisis communications plan. For more information, see the CISV [Crisis Communications Guide](#).

Note: A plan for responding to and managing major incidents is currently under development by IO as part of their short-term strategy. References to this plan and how it is to be implemented will be incorporated into this programme guide when work in this regard is complete.

TERMINATING A CISV INTERNATIONAL PROGRAMME

To terminate a programme means to close it down once it has started, but before its official end date. (Note that alternatively, cancellation takes place before the programme has started. Should it become necessary to terminate a programme, it is important to understand the responsibilities involved.

The decision to cancel or terminate a programme lies with the host National Association. It is imperative that the hosting National Association communicates with CISV International as soon as the risk for termination becomes real.

In all cases, the health and safety of participants is always CISV's top priority. Therefore, as part of the planning and preparation for programmes, emergency response and evacuation must be considered by all relevant parties.

Prior to termination

In some specific cases, there may be an alternative to terminating the programme. If, for example, a campsite has suddenly become unfit for its purpose, but the host Chapter/NA deems it possible to continue the programme (while still achieving its goals) by changing the location and format that could be an option - even if the circumstances are not ideal. This must be discussed with CISV International and any significant change, such as venue, must be communicated by the host to the sending NAs.

In other cases, if the situation in the programme concerns deteriorating group dynamics, prompt consultation with CISV International might help avert closure by, for example, the decision to send someone to the programme as a mediator. In addition, by having the host Risk Manager to initiate, the sending Risk Managers may gain a better understanding of the situation and be able to support their leaders or participants to help make the programme successful.

Immediate steps when a programme is terminated

The host Chapter/NA must take the necessary actions required to keep the participants safe. The host Chapter/NA is also responsible for arranging for food, accommodation and assisting with any changes to return travel arrangements.

In the event of a serious crisis, CISV Travel Insurance provides emergency crisis management advice which the Chapter/NA should consult.

The host Chapter/NA must inform CISV International about the situation as soon as possible. In addition to contacting the International Office, every attempt must be made to contact at least one of the following persons: Governing Board Trustee; the Secretary General; the International Safeguarding and Risk Management Lead or the Training and Education Officer. Furthermore, it is the responsibility of sending NAs to communicate directly with the National Risk Manager of the hosting National Association. CISV International will also communicate with all participating NAs to acknowledge the fact and officially pronounce the programme terminated.

Additional costs

The answer to the question of who must bear the costs of any changes to travel plans will depend on the situation and the reasons for terminating the programme. However, additional travel costs relating to changing tickets home must be borne initially by the sending NA or participants.

In all cases, the host Chapter/NA is responsible for covering the costs of food and accommodations until participants are able to return home. If participants choose to stay on longer rather than return home early, they become responsible for their own costs (including any additional insurance required) after the first possible departure date has passed.

In cases of termination due to force majeure, such as national security or natural disaster, it is recommended that the airline and CISV Travel Insurance claims handler be contacted immediately to see if they can cover costs up front; if that is not possible, the claim should be made afterwards.

If termination is for reasons other than force majeure, and if there are irrecoverable additional travel costs, then the host Chapter/NA may be required to cover those costs. It is expected that the NAs will work this out among them. However, if the parties are unable to reach an agreement, the matter can be escalated to the Resources & Infrastructure Committee.

Any issues relating to programme fees (including repayment or reclaiming of host fees) must be referred to the Resources and Infrastructure Committee, which will consider the circumstances and make a recommendation to the CISV International Governing Board

RECRUITING STAFF AND OTHER VOLUNTEERS FOR RUNNING THE PROGRAMME

It is critical that, when recruiting staff and other volunteers to run our programmes, we take the necessary steps to ensure that they are suitable to work with children and adults at risk. As such, we must follow the safer recruitment steps set out in the **CISV Safeguarding Policy in Procedure 2: Safer Recruitment**. These steps include requirements for advertising of positions, use of standardized application forms, selection/interviewing criteria, obtaining and checking of references, criminal record and identity checks, membership requirements, etc. Following these steps ensure that we exercise our duty of care to safeguard children and adults at risk who participate in our programmes.

The recruitment of staff and other volunteers should take place as early as possible in the programme planning process. All or most Programme Staff (as identified below) should be in place by the deadline for uploading Pre-Camp 1 (see below), which is 1 March (for Jun-Aug programmes)/1 September (for Dec-Jan programmes)/1 December (for Mar-Apr programmes). Note: cut-off dates for recruiting programme staff are currently under review, and this section will be updated accordingly ASAP.

The responsibility for recruitment of staff and other volunteers lies entirely with the host NA/Chapter. Each NA/Chapter must appoint people who will be responsible for recruiting all of the staff and volunteers who will be in contact with participants and for ensuring that all relevant documentation and risk management checks are completed.

The selection of suitable staff and other volunteers is critical in CISV prioritising the safety and wellbeing of all participants and ensuring we can fulfil our duty of care in protecting children.

Staff / Volunteer Positions Required for Running a Programme

There are numerous staff and other volunteer positions that need to be filled to successfully run the programme, i.e.

Programme Staff

- Programme Director
- Camp Staff (including Junior Staff)

Other support positions:

- Kitchen staff
- Babysitters (for Leaders night out)
- On-call mental Health Support (strongly recommended; requirements for such currently under review by IO and will be communicated soonest)
- Dedicated first aiders, if determined to be necessary (in addition to Camp Staff that are trained in first aid)
- Volunteer drivers
- Other general daytime or overnight volunteers, as needs may dictate
- Host Families (when homestays are to be provided for visiting child delegates)

Notes:

1. The responsibilities of Programme Staff are set out in the role profiles section of the Guide. Any applicant selected for these positions must have appropriate skills and background.
2. At least half of the Programme Staff must be from the host NA (preferably the host Chapter). Additionally, the Programme Director cannot be International Staff.
3. InfoFile **C-03, Programme Basic Rules** provides specifics on the number of Programme Staff required and age requirements. CISV minimum staffing requirements are designed to ensure a good ratio of Programme Staff to participants and to have enough Programme Staff so that responsibilities can be shared effectively among the team. These rules also stipulate age requirements for kitchen staff.

4. A staffing model that relies on part-time Programme Staff, generally, is not recommended but if the host Chapter has no other means to solve their staffing situation then this should be planned and agreed with the full knowledge of the Programme Staff group, host Chapter and Chapter Risk Manager. Part-time staffing is not an option for the Programme Director who should be available/accessible at all times. There must be an appropriate number of Programme Staff present on-site at all times.

A number of positions identified above (e.g. Programme Staff, Babysitters, Host Families) have regular direct contact with CISV children, over whom they are trusted and have responsibility for their direct supervision and / or care. Other positions such as kitchen staff, on-call mental health support personnel, first aiders, volunteer drivers, and other daytime volunteers may have varying degrees of interaction with children. Taking this into account, **Guidance - Safer Recruitment Steps for Different Roles** has been developed to assist in implementing the requirements set out in the procedure for recruitment referenced above.

Additional Requirements - National Laws

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 in the host NA. In this case, it is the responsibility of the host NA to communicate these requirements to the participating NAs and to any invited leaders/programme staff as soon as possible so that can be taken into consideration in the selection and preparation of the leaders/programme staff.

SAFEGUARDING EDUCATION AND TRAINING

It is essential that all staff and volunteers involved in CISV activities involving children have the necessary knowledge and understanding to help keep children and adults at risk safe. Everyone involved in CISV must have read and understood relevant policies and procedures. Programme Staff, Leaders, JCs and some of the other support positions must also complete the CISV safeguarding online training (which can be accessed through the CISV website at **CISV ELearning**).

The **CISV Safeguarding Policy, Procedure 3: Safeguarding Education and Training** details the relevant policies and procedures that should be read and understood, and the safeguarding online training that should be completed, by each of the staff and other volunteer positions within the programme.

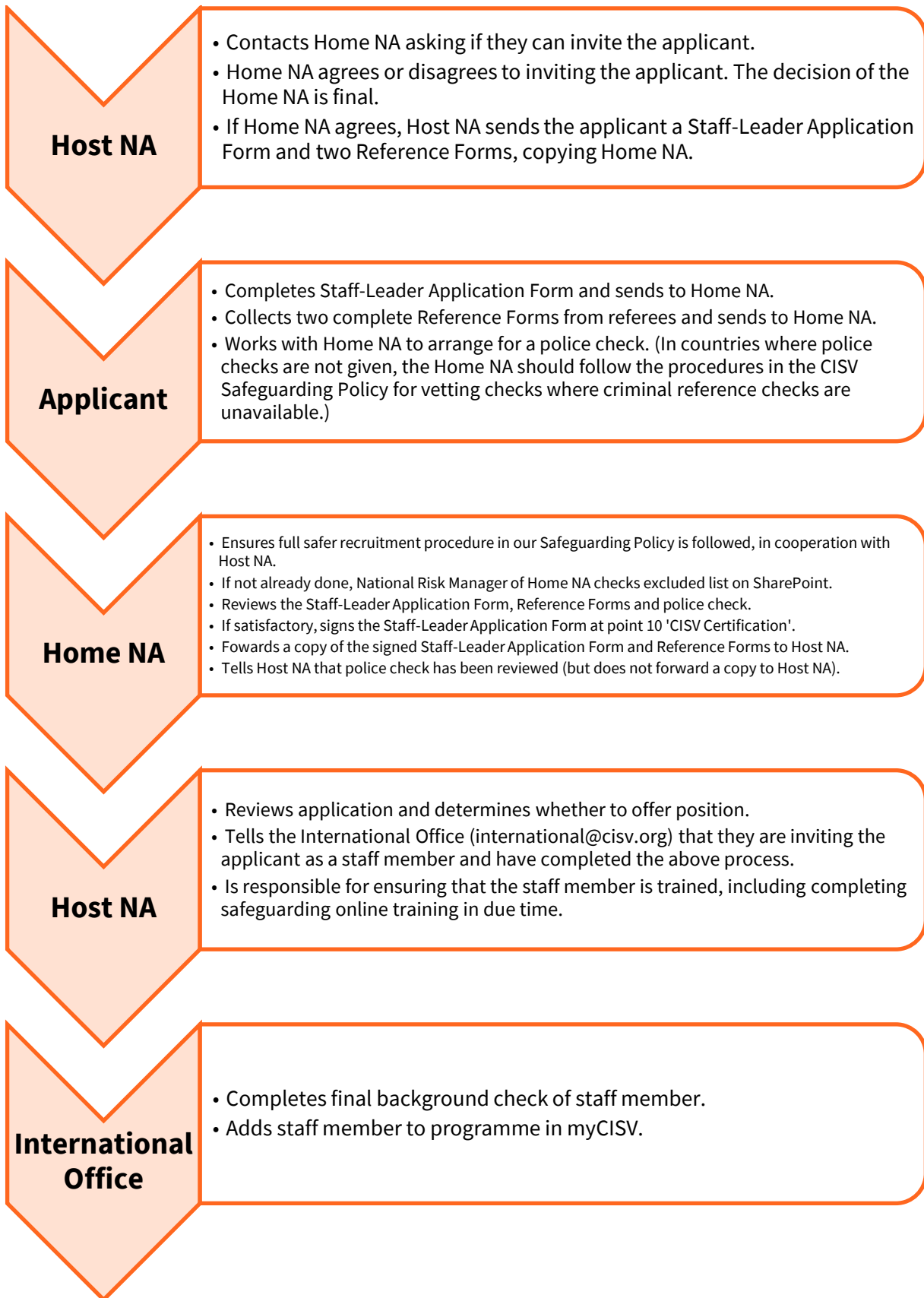
INTERNATIONAL PROGRAMME STAFF RECRUITMENT

A host NA/Chapter may wish to recruit a person from another NA to fill a camp staff position. Note that, as per the **CISV Safeguarding Policy**, the Programme Director may not be international staff; this position must be filled from within the host NA. Also note that at least half of the programme staff must be from the host NA (and preferably the host Chapter). Kitchen Staff may also not be international staff.

The full process of approving international staff is outlined in the diagram below. As with the recruitment of local camp staff and other volunteers, the recruitment of international programme staff must follow the requirements set out in the **CISV Safeguarding Policy, Procedure 2: Safer Recruitment**. It is the responsibility of the host Chapter/NA to ensure compliance with this procedure, however the home NA of the individual will need to provide support in this regard.

To advertise for international staff go to the **International Programme Staff Opportunities** page of our website.

International Staff Approval Procedure



The Staff-Leader Application Form and Reference Form are found on the [Forms](#) page of our website.

Please note that if these procedures are found not to have been followed when recruiting international staff, it will be considered as a serious safeguarding violation which could jeopardise an NA's RAG Rating status. As an example, a prospective international staff member may not change their listed home NA to a country in which they are not a resident to appear as if they are from a host NA and forego these procedures.

KITCHEN STAFF

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.

From an organizational perspective:

- at least one adult kitchen staff (age 18+) must be present at all times when the kitchen is operating
- all kitchen staff must be at least three years older than the programme participant age group
- one programme staff member should be assigned as liaison to the kitchen staff

By definition, kitchen staff are responsible for preparing meals. As kitchen staff, they typically would have no specific responsibilities regarding the care and / or supervision of children.

The safer recruitment steps to be taken in recruiting and appointing kitchen staff are set out in the [CISV Safeguarding Policy, Procedure 2; Safer Recruitment](#), along with the [Guidance - Safer Recruitment Steps for Different Roles](#). If it is planned that kitchen staff are to take on a more participatory role within the camp programme, the expanded role must be made clear to leaders and participants at the start of the programme in order to set expectations and avoid confusion. Given that an expanded role would involve much more direct interaction with children, they will need to complete the safeguarding online training at the Advanced level (rather than at the basic level which is required if they are acting solely as kitchen staff).

Note: the above is written from the perspective that kitchen staff are recruited directly. If on the other hand, a commercial entity is procured to provide kitchen staff, then the commercial entity should provide all of the employment checks (including criminal record checks) and training themselves. Commercially provided kitchen staff should not be sharing accommodation with programme participants, and they should not be mixing with programme participants other than to share meals. They also should not have access to bathrooms used by programme participants, and staff rooms, etc.

HOST FAMILIES

The Step-Up programme includes a homestay for child participants (staying with a local family) upon arrival and prior to proceeding to the camp site location. Additionally, it is possible that a host Chapter provides homestays to delegations arriving early or departing late from a camp programme.

When the Chapter is deciding which participants to place where, they should be sensitive to cultural needs and take into consideration any special requirements.

The recruitment of host families is addressed in the section above titled Recruiting Staff and Other Volunteers for Running the Programme. It in turn makes reference to the [CISV Safeguarding Policy, Procedure 2: Safer Recruitment](#) which details the specific safe recruitment steps that must be followed.

A Host Family Toolkit is available to assist Host Families and Chapters alike in ensuring that homestays offer both a safe and rewarding experience.

OUTSIDE PARTIES THAT MAY VISIT A CAMP SITE

There may be times during the running of a camp programme that outside parties may visit the camp, e.g. Chapter members, guest speakers, family members during open day, etc. When outside parties are brought into a camp setting (that are not a local volunteer who has been recruited as support staff following the requirements set out in the [CISV Safeguarding Policy, Procedure 2: Safer Recruitment](#)), they must never be left alone with participants under the age of 18 years of age. At all times, a member of staff or leader must be present.

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.

STORING AND KEEPING PERSONAL DATA

All information received in staff application forms, host family application forms, reference forms, and through criminal record checks (including information collected from references in cases where criminal record checks are not available) is personal and sensitive and must be treated with confidentiality. Only those designated to be responsible for selection (and person(s) designated to assist them) should see such information. Applicants sign consent to the data being used by CISV to process the application and agrees that the information on the application form may only be shared with programme organizers.

All of this information must be kept confidentially and securely. The CISV Safer Recruitment Checklist is to be completed by the person within the Chapter who is responsible for recruitment of staff and other volunteers as a record that the required safer recruitment steps were followed and satisfactory who must then send the completed checklist, application forms, reference forms, and criminal record check information to a person designated by the Chapter to keep them in a secure location. That person will then be responsible for ensuring that the documents are maintained for the timeframes as indicated in the [CISV Safeguarding Policy, Procedure 1: Safer Recruitment \(section 11\)](#), and subsequently destroyed. The only exception to the retention timelines indicated in this procedure is if local or national laws dictate otherwise.

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 retrieved (if on a computer) or the person identified.

Further general information on [Data Protection](#).

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 families, 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 families 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. Leaders must spend time with their delegates before camp begins. This helps them get to know each other better and reduces risks by helping them know how to react depending on each person's needs. 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.

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.

As a standard minimum, hosts of all international programmes should send out at least two Pre-Camps as outlined below. Pre-camps will be completed in the relevant programme area on myCISV so that participants who will be attending can access them directly.

VISAS

Hosting NAs may need to provide an official invitation for visa application purposes. The [Sample Visa Invitation Letters](#). The relevant text would have to be copied and pasted with relevant additions/deletions onto NA letter head and sent to the relevant NA and/or authorities.

It is recommended that the host NA 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.

PRE-CAMP 1

This should contain basic information on the programme site, meeting point, dates and contacts. This form must be completed by the NA in the relevant programme area of myCISV. If there are any dietary restrictions that cannot be accommodated for your programme, they must be included in Pre-Camp 1. For full information see InfoFile [Programme Deadlines Calendar](#).

PRE-CAMP 2

This should contain detailed information about the programme. There is no form. This document must be uploaded to the relevant programme area on myCISV and the IO and participating NAs informed. Generally, the staff team prepares Pre-Camp 2 and any further Pre-Camp. They should liaise with the Chapter to confirm information. Pre-Camp 2 should always include the site address and the contact details of the Programme Director. For full information see InfoFile [Programme Deadlines Calendar](#).

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.

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 the participants and adults know drinking is not allowed under any circumstances at the camp site location. It is essential that participants understand the laws of your country and of CISV International (including InfoFile [R-07 Positive Behaviour Policy](#), which should also be part of participant preparation). Be very clear which rules and points are non-negotiable. participant preparation). Be very clear which rules and points are non-negotiable.

Also let participants know about other matter that could be relevant, such as: any laws or cultural taboos against marginalised people in your country, social norms regarding clothes, courtesy and other aspects that might be different from the participants are used to.

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

Tell participants that the Travel Information Form is available to be completed in their relevant programme area on myCISV. Remind them of the deadline to return it, so that you can organize transportation.

Dietary Restrictions

Remind participants to provide details of any allergy or dietary restrictions on the health and behavioural form that is required to be submitted in myCISV so that the kitchen/food service can be informed, and other adjustments made if needed.

Special Requests or Accommodations

Ask for details of any other requests such as religious services.

Hello from the Staff!

Let participants and leaders know what you have been up to over the past few weeks. Let them know what 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.

Personal Spending Money (Pocket Money)

For the programme staff/host it is important to decide on a common and 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. The economic status of many participants varies, and they need to feel comfortable. If everyone has the same amount of money then we ensure that we are inclusive, and do not promote a sense of inequity or unfairness among our participants.

During the programme, participants might need money for personal expenses. There may also be a camp shop and shopping opportunities (if this is chosen as part of an excursion). For reference, provide examples of local prices (soda, chocolate bar, stamps, postcards, etc.).

Inform participants about the local reality in terms of access to and availability of banks or bank machines, any recommendation about how much personal spending money to bring in cash, and what can be paid by credit/debit card locally. Explain national and local safety conditions in terms of how much cash to bring versus credit/debit cards and whether large amounts stored on an individual or the campsite pose a risk to personal safety and camp security.

Emergency Money (Reserve Funds)

The leader/participants travelling on their own must be sure to take reserve funds and credit/debit cards that can be used to cover emergency expenses like medical expenses, hotel charges, etc. The staff and host Chapter need to inform participants about the local reality in terms of what can be paid by credit or debit card, what services may require cash, and the recommended amount of reserve funds (including cash).

Camp Shop

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

Remind all participants to complete their health and behavioural and appropriate legal forms on myCISV. Remind leaders to obtain and bring printed copies (with original signatures) of these forms so that they are available when crossing country borders and in the case of a medical emergency while on route. Inform everyone if there is a legal requirement in the host NA that requires any special forms or notarization.

Insurance

Remind covered persons 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, and prophylactic medications (e.g. anti-malarial medicine). Remind everyone attending the programme that they must have the following vaccinations, unless they have a valid medical exemption:

- polio,
- DPT (diphtheria-pertussis-tetanus),
- measles, and
- rubella

Families, participants and leaders going to the programme are responsible for:

- ensuring that they have been checked for lice and other communicable pests or diseases prior to the programme and treated appropriately to avoid bringing any to the programme
- ensuring that they have fully documented in the health and behavioral form all medical conditions, mental health concerns, behavioral challenges, special accommodations required, allergies, dietary restrictions, and any other medical information that will be helpful to responsible parties in preparing for and then providing the best care for everyone during the programme.

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

Gaming & mobile devices (outside of travel to and from the programme), expensive things, things that hold considerable personal value, more money than specified. Avoid seeds, plants, flowers, or certain organic products that might pose health or environmental risks. Check for any local restrictions or guidelines that apply to the programme's location.

Equipment

List the computer and audio-visual equipment that will be available for use by leaders and participants. Explain any internet access/restriction 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 families.

myCISV

All staff, leaders, participants and others (e.g., kitchen staff, day staff) must register on [myCISV](#) prior to the programme. It is the responsibility of staff to stress the importance of pre-registration on myCISV. This confirms their taking part and gives the correct access to the forms which need to be completed for the programme. All staff, leaders, participants and other roles should be assigned in myCISV no later than 8 weeks before the start of the programme.

Check out the [myCISV Help Registration and Logins](#) guide for help.

Suggested Additional Content for Pre-Camp 2

- Camp theme
- Cultural activities (explain what they are and give ideas on how to prepare them in relation to the camp theme)
- National flag (if required, give size)
- Trading/swapping items (stress that they should be small and inexpensive)
- Home stay (numbers, suggestion for small gift for hosts)
- Special events (Open Day, excursions, etc.)
- Research Projects *suspended for 2024

PRE-CAMP 3

Pre-Camp 3 is not compulsory, but you may wish to upload a follow-up to Pre-Camp 2. Or you may wish to complete information given in Pre-Camp 2. In that case, include it in Pre-Camp 3. This Pre-Camp can repeat the important information from Pre-Camp 2. Don't be afraid to be repetitive with the important points. Sometimes people need to read it more than once.

SECURITY CONCERNS IN THE HOST NA

CISV programmes are hosted in countries around the world, some of which may be perceived as having security concerns. 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 and to assess the local situation and determine whether or not hosting or continuing a programme is appropriate.

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. Whether or not a programme goes ahead, it is the decision of families/participants whether to travel to or stay in these programmes.

GETTING INFORMATION FROM THE PARTICIPANTS

PARTICIPATING NAs

Host NAs can go to their programme's page in myCISV to see the NAs sending participants to the programme.

PARTICIPANT NAMES

Just as staff must register on myCISV, all programme participants and leaders should also register. Once they have registered on myCISV, the Chapter/National myCISV Coordinator can assign them to the programme. That way, staff will have an easy way to collect names and communicate with participants. During the first three days of the programme, staff need to double-check that everyone who has arrived at the programme is correctly assigned to the programme on myCISV.

PARTICIPANT TRAVEL DETAILS

Participants / leaders must complete their **Travel Information Form** in the relevant programme area on myCISV at least two months in advance of the programme. If this information is not received, ask the sending NA to complete the form, as it will be needed in order to arrange to meet people on arrival.

Use of Digital / Online Communication

Digital / online communications with respect to the programme that take place prior to its commencement (e.g. for planning purposes), during, and after the programme has ended must always be carried out in a manner that is compliant with **CISV's Social Media and Digital Safety Policy**. This Policy is in place to ensure a positive, inclusive, and safe digital / online environment across CISV.

This Policy contains procedures for:

- Choosing the appropriate digital / online platforms
- Running social media accounts
- Digital communications
- Digital photography, video and live streaming
- Responding to CISV Safeguarding incidents online

Note: If it is decided to maintain online social media account(s) as a communication tool during the running of the programme, 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.

OTHER PRACTICAL PREPARATIONS

RELIGIOUS SERVICES AND ACCOMMODATIONS

Where possible, the host Chapter should arrange for participants, staff/leaders 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. Any religious accommodations requested, such as a private area for prayer or dietary restrictions must be provided.

MEETING PARTICIPANTS WHEN THEY ARRIVE

Where possible, the host Chapter should have people at the designated meeting point 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** on my CISV.

HOME HOSPITALITY PRE- OR POST- PROGRAMME

As a general rule, the host Chapter is not obliged to provide home hospitality to participants or staff who arrive early or depart late. Pre-programme travel is discouraged by CISV.

In some cases, however, travel arrangements make it impossible for people to arrive and leave on the exact programme dates. In these situations, they are asked to arrive and depart as close to the appointed programme dates as possible. Hosting Chapters may be asked to provide free hospitality for early arriving/late departing staff, participants and leaders up to a maximum of two nights, if travel arrangements make it necessary. Note that the recruitment of Host Families must be done in accordance with the **CISV Safeguarding Policy, Procedure 2: Safer Recruitment**. This is described further in the section above titled **Recruiting Staff and Other Volunteers for Running the Programme**. The host Chapter is requested to assist 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.

INTEGRATING SUSTAINABLE DEVELOPMENT PRACTICES

Hosting a programme can be an opportunity for the host Chapter and programme staff to make a conscious difference in the way the programme uses resources. By planning ahead and considering available options and solutions for the programme, the host Chapter can reduce the carbon footprint of the programme as well as promoting sustainable practices, and hopefully make it an active part of their hosting cycle.

Simple measures like using public transportation, avoiding disposable items (e.g. plastic utensils, paper plates), reducing energy consumption, buying products with less packaging, consuming locally sourced foods, recycling, becoming more eco-friendly can all reduce our environmental impact and help making the planet a clean and safe place.

ON SITE 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 official directory (available on [myCISV](#))
- CISV NA/Chapter officials directory (available on [myCISV](#))
- The emergency numbers for guardians of participants (available from their completed legal and health and behavioural forms)
- Contact details for CISV Travel Insurance claims handler. This information will be on the notice or certificate of travel insurance that covered persons 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

STEP UP / HOSTING DURING

◆ -- Highly Relevant

◆◆ -- Be Familiar With

	Introduction	Role Profiles	Hosting Before	Hosting During	Sending	Education & Evaluation
Staff	◆	◆	◆	◆		◆
Leader	◆	◆		◆◆	◆	◆
Family	◆	◆			◆◆	
Participant	◆	◆			◆◆	
Chapter/NA person with programme responsibility	◆	◆	◆	◆	◆	◆

A GROUP LIVING EXPERIENCE

Learning and living in a small, closed community is one of the key elements to a programme. In order to make it a positive learning experience, there are a number of planning and practical aspects to keep in mind.

STAFF PRE-PROGRAMME DAYS

The pre-programme days are the days just before the programme begins. In all programmes, staff must be at the site ahead of the participants. It is strongly recommended that the whole staff team be at the site for at least two full days before the programme begins (depending on site availability). If the site is not available, staff may meet at another location before getting access to the site.

Before the programme begins, the staff should get acquainted themselves with the campsite and gain an understanding of any logistical and safety concerns that might arise during the programme. The staff should have the time to discuss all these topics in detail and be prepared for the delegations' arrival. However, not all issues can be fully covered beforehand and some site policies and rules may have to be adapted.

During the pre-programme days, the staff and Chapter volunteers should work together to ensure good cooperation. The staff should not spend pre-programme days only doing practical work, such as cleaning or shopping. This should be done mainly by Chapter volunteers. The cost of staff pre-programme accommodation, food and transport are covered by the camp budget.

ARRIVAL

Where possible, the host Chapter should have people at the designated meeting point to meet arriving participants and take them to the site or host family. The participants' travel details are available from the **Travel Information Form on myCISV**.

MEETING LEADERS AND PARTICIPANTS

When the participants (including leaders) arrive, you should meet them at the designated meeting point. If it has been flagged that any health and behavioural or legal forms are incomplete or missing within myCISV for any leader or participant, action must be taken immediately. See the section on Health and Behavioural and Legal Forms in this guide.

On arrival at campsite or host family, before they go to bedrooms or similar, you should organize a well-being check on everyone. It is helpful if you have a medical professional, like a doctor, nurse or similar, help with this. The check must include:

- Checking for lice. This should only be done by someone who knows how to do so.
- Check for any other health concerns, communicable pests, diseases or infections – e.g. influenza

This check should be repeated after each home stay as applicable. If any issues are found, appropriate actions to treat and prevent spread must be taken.

If lice treatment is required, the cost is covered by the programme host. As there are many myths regarding lice, the programme host must ensure that they have accurate knowledge on how to proceed with treatment and prevention of spreading from relevant health professionals.

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 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

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.

STAYING IN THE COUNTRY

During the programme it is recommended that staff, leaders or participants do not leave the country, in which the programme is hosted because of any practical considerations or potential security concerns. This applies throughout the duration of the programme and includes special events such as host stays, excursions, days off or leaders' night out. If, however, travel or trips across national borders becomes necessary or, after considering travel advice from their government, is considered safe, the hosting Chapter should exercise the same caution as for any travel abroad.

HEALTH AND BEHAVIOURAL FORMS AND LEGAL FORMS

COMPLETION AND REVIEW OF FORMS

It is essential that all leaders, staff and child delegates have a health and behavioural form completed no more than three months before the beginning of the programme, and no less than three (3) weeks prior to departure. This form is to be completed electronically in myCISV.

It is also essential that all leaders, staff and child delegates have the appropriate CISV Legal Form fully completed no less than three (3) weeks prior to departure. This form is also to be completed in the myCISV system. There are three types of official CISV Legal Forms; Child Travelling with Leader Legal Form, Child Travelling Alone Legal Form and Adult Legal Form. For child delegates, these forms are signed by their parents and give consent for the child delegate to travel with a named leader or alone. The child legal forms appoint CISV representatives as legal guardian should an emergency occur and should medical decisions have to be made on behalf of the child delegate and their parent/guardian cannot be reached. These forms are precautions, but without them children 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.

It is imperative when completing a health and behavioural form that information provided is complete and accurate. In addition to providing specifically requested information, the form also includes an area to provide any additional information concerning a person's health or support needs. Diligently completing this additional section, as and when applicable, provides valuable information to programme staff on when accommodations may be required with respect to a person's participation in certain aspects of the programme.

A doctor's note must be provided in instances where a person has indicated on the health and behavioural form that the person concerned has a medical condition that requires medical supervision and / or conditions that are dependent upon medication to maintain stability.

The health and behavioural and legal forms must be reviewed at least three (3) weeks prior to departure of leaders, staff and child delegates for the programme by:

- the Leader (for child delegates under their care). The Leader should explore any reported medical or behavioural matters with the child's parent(s) or guardian(s) so that they will be able to best support the child during the programme. In doing so, the Leader should also ask the parent(s) or guardian(s) to complete the 'All About My Child – Parent Questionnaire' included as Appendix 1 in the CISV Mental Health Guide, and discuss. The results of these discussions may require additional information to be recorded on the health and behavioural form. The Leader should also take note of any medication which they may have to help administer and medical conditions which they might have to monitor, and which could affect a child delegate's participation in certain activities.
- the Sending Chapter Risk Manager. The Sending Chapter Risk Manager should review all health and behavioural and legal forms of Leaders, child delegates and international staff being sent by their Chapter to identify potential missing information, and (in conjunction with the Leader with respect to child delegates) to identify areas that should be probed further in order to gain a better understanding of any medical / mental health / behavioural concerns. Additionally (and in consultation with the Leader with respect to child delegates), the Sending Chapter Risk Manager should identify any concerns that may trigger the necessity for an Individual Risk Assessment to be conducted with respect to a person's participation in any of the programme activities. The conducting of an Individual Risk Assessment should be done in collaboration with the Hosting Chapter Risk Manager as they would be aware of the site conditions and other programme arrangements and what would be possible in terms of risk mitigation.

- the Hosting Chapter Risk Manager. The Hosting Chapter Risk Manager is the primary reviewer of health and behavioural forms and legal forms for staff positions, the purpose being to identify potential missing information and to identify areas that should be probed further in order to gain a better understanding of any medical / mental health concerns. The Hosting Chapter Risk Manager should also independently review all health and behavioural forms for all leaders and child delegates attending a programme their Chapter is hosting to identify any concerns not already identified that may trigger the necessity for an Individual Risk Assessment to be conducted with respect to a person's participation in any of the programme activities.
- By a designated programme staff member so that they
 - Can flag the absence of any forms on the myCISV system for any given leader, staff or child delegate and follow up to ensure they are completed
 - May properly plan for the collection and storage of medications brought to the programme. Programme staff must also be aware 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.
 - Collect information on dietary requirements / restrictions and food allergies and provide this information to kitchen staff.

A printed copy of the completed and signed health and behavioural and legal forms should always be carried by traveling persons (note: these should be carried by Leader for child delegates under their care). In the case of child delegates, provision of the printed legal form may be required when passing across country border. Printed copies of these forms would be necessary should a medical emergency occur during transit to and from the programme, and, in the case of a homestay, the copy of the health and behavioural and legal forms for child delegates should be provided to the Host Family (and then collected back at the end of the homestay). Additionally, printed copies of health and behavioural and legal forms should be carried by the Leader for child delegates under their care during excursions away from the camp site. While at the camp site, all printed copies of health and behavioural and legal forms should be stored safely and confidentially in the staff office. At the end of the programme upon arriving home, a Leader who has printed copies of health and behavioural and legal forms for child delegates under their care should either return them to parent(s)/guardian(s) or destroy them.

WHAT IF SOMEONE ARRIVES WITHOUT A COMPLETED HEALTH AND BEHAVIOURAL AND / OR LEGAL FORM?

If a leader, staff or child delegate arrives without a properly completed health and behavioural and / or a completed legal form in the myCISV system, both the Sending Chapter Risk Manager and the Hosting Chapter Risk Manager must be alerted immediately as this would represent a complete breakdown in the system as all of the checks described above have failed.

In the case of an adult, they can complete their own health and behavioural and legal forms electronically in the myCISV system. In the case of a child delegate, the parent(s)/guardian(s) must be contacted to fill in the missing forms. The Sending Chapter Risk Manager, the Hosting Chapter Risk Manager, the Leader (where applicable) and the designated Programme Staff person must then complete their checks as described above.

In the case of a child delegate, if it is not possible to get a health and behavioural form completed by the parent(s) / guardian(s) immediately, the child delegate 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 child delegate's parent(s) / guardian(s) must pay for the visit to the local doctor.

SUMMARY OF HEALTH AND BEHAVIOURAL AND LEGAL FORMS

FORM	WHO IS IT FOR?	WHICH PROGRAMMES?
Health and Behavioural Form	All child/youth delegates (including JCs), All staff and leaders	All programmes except Mosaic (unless the Mosaic project involves travel and overnight accommodation)
Child Travelling With Leader Legal Form	All child delegates travelling with an adult leader	Village, Step Up and Youth Meetings
Child Travelling Alone Legal Form	All youth delegates aged 16-17, travelling without an adult leader	Village JCs, Seminar Camp participants
Adult Legal Form	All adult leaders and staff members	All programmes for staff/leaders

TRAVEL INSURANCE

CISV has in place a **Travel Insurance** policy covering CISV International programmes. This is a travel and personal accident policy that covers travel issues such as cancelled flights, lost luggage, medical, and personal accidents. Information on this travel insurance (who it covers, what is covered, limits of liability, claim procedures, etc.) can be found on the CISV website.

Each calendar year, the International Office issue notices or certificates of insurance to all NAs. Every leader, child delegate and international 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.

INITIAL HOME-STAY AND LEADERS' WEEKEND

The first two days in Step Up, the participants are hosted by local CISV families, (homestays), while the leaders and staff meet and prepare at the campsite.

Upon arrival, it is important that the leader is introduced to the host family and gives them a copy of the health and behavioural and legal forms as well as a copy of the participants' passport. The leader should ensure that each participant has money with him/her before leaving them with the host family.

Host families should be given a schedule/itinerary of the excursions planned for the Step Up and be encouraged not to visit these locations with the delegates.

Host families should be informed that participants and their families have been advised that direct contact with home during the programme is discouraged. However, if the participant expresses a strong desire to speak with their family the host family will ensure access to phone/internet.

The leader should contact the delegates' families at home and let them know that they have arrived safely. Host families must also have information such as emergency services numbers, on call contacts in the Chapter, parent/guardian's numbers, the number where the leader can be reached and copies of the participants' health and behavioural and legal forms.

Participants from the home delegation cannot be placed in their own family during a host stay.

STEP UP HOMESTAYS

This section applies to homestays that are scheduled parts of the programme, either at the beginning or part way through.

Note: The Host Family Application Form and the Risk Management Host Family Checklist contain additional details in terms of expectations and minimum standards for homestays. Additionally, a Host Family Toolkit is available to assist Host Families and Chapters alike in ensuring that homestays offer both a safe and rewarding experience.

The host family must pay expenses for the visiting delegate/delegation in the same way as for any children of their own (e.g. transportation, sightseeing, trips and meals during these arrangements). Personal expenses should be paid by the visiting delegate / delegations from their own pocket money. When necessary, host families must arrange for transportation for group activities.

A responsible adult (age 21+) must be at home at all times during the visit.

The rules of the family should be applied to the guest, while respecting his / her religious and cultural upbringing that may differ from the hosts'. Differences should be discussed.

It should be emphasized to host families that the choice of activities for their guests should be based upon what is appropriate for a peace education programme. The activities should not be too tiring, and they should show the normal life of a family in that hosting country in order to experience the culture.

Hosts should help their guest feel like a family member. Some ways to make a guest feel more at home:

- Sharing a room with another child where possible
- Arranging informal activities with a few friends and neighbours
- Ensure that guests can have contact with their leader, if needed

- Help the guest to overcome any feelings of homesickness; do not feel offended if they look unhappy
- Everyone needs to be alone sometimes; give guests this opportunity
- Keep all the guest's documents in a safe place (e.g. health and behavioural and legal forms) and returning them to host staff at the end of the homestay
- Keep possible medication of the guest and renew prescriptions if necessary
- Encourage the guest to write to his / her parents during the stay
- Discourage the guest from phoning home
- Explain local telephone charges so the guest can ration calls if necessary
- Contact the programme staff the leader of the participants, or the local programme committee should there be any problems

PRE-PROGRAMME LEADERS' PREPARATION DAYS

All leaders and staff get together two days prior to the arrival of the participants to get to know one another and prepare the camp.

Aims of Weekend

- Sharing ideas on CISV goals and educational approach
- Reviewing Step Up goals
- Sharing expectations and personal goals for the camp
- Discussing the theme (e.g. brainstorming, appropriate activities, explanations, etc.)
- Getting to know each other and becoming aware of each other's cultures
- Reviewing the role of staff, leaders and participants
- Reviewing the role of local Junior Branch and the JB activity
- Reviewing InfoFile R-07 Positive Behaviour Policy
- Planning daily schedule and special events
- Clarifying differences between rules and guidelines
- Identifying cultural activities
- Explaining local Impact Day
- Assessing each delegation's preparation and comprehension of the theme
- Discussing the role of the facilitator
- Introducing delegations and making everyone aware of special needs
- Clarifying the importance of evaluation and how to evaluate
- Having fun and building a united group that will work together during camp
- Ensuring individual support needs are considered when planning activities and also ensure supervision and first aid support is adequate for any conditions identified in health and behavioural forms.

Recommended Activities

- Name games and introduction of all staff, leaders and delegations
- Team building activities
- Goals of the leaders' group

- Goals of the Step Up programme
- Tour of site, showing facilities and sleeping accommodation
- Explanation of rules and local laws; discussion about rules and guidelines
- Directions on use of showers, toilets, laundry, computer, fax, telephone, etc.
- Use the Step Up Programme Guide as constant reference and review aims, goals and leaders' responsibilities; have at least one copy available at all times
- Make some large calendars and daily schedules
- Suggest ideas on how to form planning and cleaning groups, but let the youth also come up with ideas.
- The adults are responsible for preparing activities for the first two or three days (i.e. first day staff, second day leaders), then the participants will take over the planning with the adults' facilitation. Make sure that the days planned by the adults provide a full spectrum of styles and ideas to the participants. These days should also serve as training for the youth to take over. This is only a guide, and the participants may require extra assistance when taking over, depending upon the age and the experience of the participants
- Be sure to include a session about facilitation
- Plan the camp meeting to be held within the first few days

Leaders' Handbook

Staff should prepare a handbook for leaders to use throughout the camp. The handbook should include:

- Important phone numbers: Chapter President, Chapter Step Up Coordinator, emergency contacts, camp phone number, site address, etc.
- Rules (CISV and campsite)
- InfoFile R-07 Positive Behaviour Policy
- Agenda for leaders' planning days
- Blank schedule to fill out together for the first two or three days with participants
- Camp calendar and daily schedule
- **CISV Passport** and **Big Education Guide**
- Step Up programme goals
- CISV educational approach relevant to the theme and camp
- Map of site (if available)
- Cleaning duties list (if any)
- List of all participants' names and countries
- Leaders, staff and participants responsibilities
- Tips for planning activities
- Basic guidelines for facilitators
- Documents about the camp theme
- Tips on how an ideal cultural activity should look

OVERVIEW OF THE PROGRAMME SCHEDULE AND EVENTS

PLANNING ACTIVITIES

When planning activities (including excursions), staff, leaders, participants and Chapter must choose activities appropriate to the group. All activities must be reviewed in terms of any risks they might pose of physical or emotional injury to the participants or of damage to property, and appropriate mitigation implemented to reduce or eliminate risks.

Guidelines for appropriate activities are set out in the Education and Evaluation section of this Guide.

Any activities planned that present a unique or higher risk to the safety and wellbeing of participants must undergo a structured risk assessment in conjunction with the Chapter Risk Manager.

For excursions and activities away from the site, the local Chapter Risk Manager should be part of the planning process. Again, should the excursion or activities present a unique or higher risk to the safety and wellbeing of participants, a structured risk assessment must be undertaken in conjunction with the Chapter Risk Manager.

Planning Groups

During the Step Up the responsibility of planning the activities is part of the participants' role. For this duty, the delegates will be divided into planning groups.

A planning group is typically formed by four to eight participants from different countries participating in the camp. Planning groups will be facilitated by one or more adults (leaders or staff).

The staff and leaders may come up with a suggestion about the structure of the groups at the beginning of the camp, following a balance of delegations and participant's experience. Participants should be able to change or make new planning groups after discussing it in camp meetings.

The Planning Group Responsibilities are:

- Plan the activities for one or more sessions, depending on the structure they decided upon at the camp meeting
- Align the activities with the camp theme
- Be aware of cultural and personal diversity of the group, making sure to avoid exclusion within the camp
- Ensure risk assessments are completed as described above, and that appropriate mitigative actions are implemented to reduce or eliminate risk.
- Lead and evaluate the activity, not only with the whole group but also within the planning group

Leaders' Responsibilities in the Planning Group

- Facilitate the group planning
- Make sure that everyone is taking part in planning and decision making
- Create a positive atmosphere and group feeling
- Allow them to take responsibility for the outcomes and learn from their mistakes

Camp Meeting

This is the forum for the participants (both youth and adults) of a camp to decide their guidelines, such as planning groups, and daily schedule. Camp meetings are times to discuss issues that arise. Delegates or adults can call a camp meeting whenever they feel it's necessary.

Ideas for Making a Camp Meeting Run Smoothly:

- Adults have the right to talk during the meeting as they are participants too, but they need to keep in mind they are facilitators; leaders and staff will have voting rights, as they are part of the camp
- Camp meetings should be planned by a planning group
- Make sure that the delegates understand that they must show respect for all topics
- Discuss the pros and cons of sitting by delegation during the meeting considering the possible need for translations, personal opinions vs. delegation opinion, etc.
- Participation to and voting in camp meeting is done individually, not as delegations

Cultural Activity

All delegations need to prepare a cultural activity to educate participants about a specific culture through participation in an experiential learning environment, using the theme to share specific aspects of their culture. As delegates prepare, they also learn about themselves and their culture.

Incorporate the Theme into the Cultural Activity

- Create a new activity or use an existing one and adapt it to your own culture and to the camp theme
- Use materials brought from home (posters, instruments, newspapers, pictures, etc.)
- Use sub-themes within your culture (regional variations, important cultural events, and current national issues)

Facts about Step Up Cultural Activities

- Should be based on experiential learning principles
- Must be related to delegation's culture and camp theme
- Must be prepared before camp
- National costumes, national food, national dance or booklets are optional
- Duration of activity is up to delegates

Local Impact Day

Every Step Up programme should have a local Impact Day. The goal is to engage with a like-minded organization to volunteer time within the local community.

WHEN

- The best time to plan an Impact Day is towards the end of the first week. This gives participants a chance to get to know each other yet it is early enough that a shared experience will help to further unite the camp upon return. Delegates will also have ample time to make the most out of their experience back in camp by using their new attitudes, skills and knowledge to elevate their own camp through planning, discussion and leadership.

GETTING STARTED

- With your home staff and planners, choose an issue that is relevant and applicable to the host

Chapter

- Try and find a like-minded organization and start planning your local Impact Day

THE PHASES

- Help the delegates discover how the theme relates to the local reality
- Develop a greater understanding of the local practice and its global implications
- Work with a like-minded organization to create a connection between the local and global environments

Activity Examples

DISCOVER

- Watch a movie that makes the theme accessible and real; debrief the movie with first small, then full group discussions
- Create a staff led activity that shows the participants what the theme means in your camp's local context; in the full group ask participants to discuss how this is similar to or different from their own community
- Ask each participant to write down three ways that the theme represents itself in their local context; in groups of three to five have delegates create a large poster that will show how their ideas of the theme are different yet similar; they can explain them to the group and put them up for display

UNDERSTAND

- Organize a talk followed by a question and answer session with an expert from a like-minded organization that relates to the theme
- Facilitate small group then full group discussions around how we can use different ideas of the theme to create an impact in this community during camp and participants own communities when they go back home
- Group participants into delegations and ask them to create an activity that teaches other delegations what this theme means in their local context; these can be used right away or later in camp; the goal is to trigger reflection and understanding within the delegation of the theme's relevance

CREATE

Step out of the camp environment and work with your like-minded organization on a project or activity that will show the interdependence of local and global realities.

Discover, Understand and Create phases can happen in any order.

Junior Branch Activity

When possible, every Step Up should cooperate with the local Junior Branch (JB) and lead a JB Activity. This enables each JB to take an active part in each Step Up Programme.

This would allow both participants and the local JB to learn from the positive atmosphere created at the camp and be able to explore the impact CISV can have in their daily lives. Participants will leave camp motivated to apply the content of this activity to their local surroundings and become active agents of change and get involved and contribute to their local JB's.

After the activity, participants are expected to acquire the following:

- **Attitudes (the willingness to)**
 - feel part of a global movement.
- **Skills (the ability to)**
 - be able to relate the Step Up to Junior Branch and their daily life
- **Knowledge (to understand)**
 - the local dimension of CISV through Junior Branch
 - Junior Branch as a global movement
 - the role of CISV in the world
 - To know who to contact on their return home

A MIX OF ACTIVITIES

In the Education section of this Guide, you find information about planning and evaluating CISV educational activities. These activities are the core of CISV programmes. At the same time, a large part of the programme develops outside of the organized activities. Waking up fellow campers, cleaning, cooking, eating, organizing the camp, preparing activities, evaluating activities, preparing campfires, relaxing in the sun, sharing feelings informally after dinner – all this is part of camp life. These are crucial to the programme, as often intense moments of sharing occur during these periods.

Sharing the responsibilities and tasks of the programme is also the key for a successful camp. In addition to providing opportunities for cultural exchange and at the same time considering health and safety for all participants, a good programme is balanced and has a mix of:

- Active and quiet time
- Individual and group moments
- Large and small groups
- Outdoor and indoor
- Special and regular
- Educational and fun
- Programme privacy and community involvement

Look at the programme from a broader perspective how one day relates to the entire programme period and how one activity relates to other activities. Free time should be provided each day to enable individual contacts and friendships to deepen. A rest time at mid-day permits a quiet break.

DAILY SCHEDULE / COMPONENTS

Daily Schedule of a Step Up

The daily schedule in a Step Up is flexible for the following reasons:

- The schedule depends on the activities (but not just on the activities) planned by the participants
- The staff should make the participants aware of site requirements
- The schedule needs to allow for varied wake up times, duties (cleaning), planning groups, leaders meeting, lights out and delegation time
- There should be enough time for planning groups in the daily schedule and for delegation time
- Adults must set the schedule for the first days of camp but then participants can decide their own schedule, respecting what cannot be changed (rules)

Camp meeting can be called by participants and adults, at their discretion

Example of Daily Step Up Schedule

(Suggested daily schedule for the first days of camp to be presented to the participants by the adults)

08:30	Wake up
09:00	Breakfast
09:45	Cleaning / staff meeting
10:30	Activity period 1
12:30	Lunch
13:30	Free time
14:30	Planning groups
15:30	Activity period 2
17:15	Free time (snack)/ leaders' meeting
18:15	Delegation time
19:00	Dinner
20:30	Activity period 3
00:00	Lights out

CALENDAR

Many things happen during a CISV programme. They will relate to orientation, activities, excursions, special events, deliveries, arrivals, departures, etc. Making a large calendar and keeping it displayed in a prominent position will help staff and participants to keep an overview of the whole programme.

The Step Up camp calendar should include:

- Camp meetings
- Evaluations

- Days off
- Cultural activities, excursions, birthdays, laundry, Junior Branch Activity, Impact Day and Open Day
- Planning groups

Excursions and Guest Speakers

Before staff meet or start corresponding, a list should be made of the local possibilities for enhancing the programme theme. This list should be made by home staff and the local Chapter in order to have options to choose from. This list may include excursions and guest speakers, both for recreational and educational purposes. As these arrangements are often integral to the content of the programme, they must be considered carefully. If bookings or appointments must be made before the programme, it is the responsibility of staff to make the proper arrangements.

A limited number of excursions (e.g., one per week) to local places of interest should be arranged. Too many excursions tend to disrupt the close communication of camp life and create the impression that CISV is a tourist programme.

It is of utmost importance that the safety of all participants should be the first consideration in all excursions and activities. As stipulated above, should an excursion present a unique or higher risk to safety and wellbeing of participants, a structured risk assessment must be undertaken in conjunction with the Chapter Risk Manager. Ensure that proper supervision is provided during the excursion and that staff or leaders carry legal and health and behavioural forms, in case someone requires medical treatment. Also ensure that each person has the address of the site name and contact details for staff or Chapter members, in case someone becomes separated from the group. Excursions must be related to the programme theme.

If your programme is planning to work with a Like-Minded Organization (LMO) in your local community, bear in mind that the “Create” phase can be intended as a theme-related excursion and that the “guest speaker” can be a member of the LMO you are going to work with.

OPEN DAY

The Open Day is the only day when visitors are invited to the programme, and it is a good opportunity for a Chapter to promote CISV locally. Before the programme starts, the local Chapter should make their expectations of the Open Day clear to the programme staff and should be included in planning the Open Day programme. Members of the Chapter should advertise and send out invitations for the Open Day. Security concerns vary from NA to NA. For this reason, consider very carefully how and to whom general invitations and the location of the site are communicated. If you are in doubt-about how and to whom you should communicate about the Open Day, contact your Chapter or National Risk Manager for advice. Given that Open Day introduces additional safeguarding risks, the Chapter Risk Manager should be engaged to undertake a structured risk assessment.

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 recognizable features revealing the location must not be shown). Refer to the [CISV Social Media and Digital Safety Policy](#) which outlines specific requirements governing this type of communications.

In a Step Up, participants should help adults in planning the Open Day. This is an occasion for visitors to get to know and experience the camp theme through meaningful activities.

STAFF/LEADERS’ NIGHT OUT

Some programmes may designate an evening for an outing or special activity for the staff and

leaders. The Chapter must agree to the date and time with staff and arrange for appropriate adult supervision while the staff and leaders are off-site.

What is the Aim of the Leaders' Night Out?

- To give the leaders an opportunity to have extra time alone during the camp to socialize, re-group and re-energize for the remainder of the programme
- To give the Chapter and Junior Branch a chance to interact with the participants, always with adult supervision

Steps to Plan a Leaders' Night Out

1. Arrange plans and confirm the date with the Chapter and Junior Branch well in advance
2. Ensure that there will be at least the same ratio of adults to participants as there are leaders to participants, with at least three adults 25 or older (Junior Branch members should be at least 15 years old)
3. If a participant is sick on the day of the leaders' night out, a decision should be made by the leader of that participant, with the staff, and the Chapter volunteer group whether or not the leader should stay on site with the participant
4. Ensure all Chapter volunteers arrive at the campsite at least one hour before the staff and leaders depart, giving the Chapter volunteers an opportunity to view camp life and meet the participants and the leaders
5. All adult Chapter volunteers should remain on site until the leaders return
6. Plan an activity ahead of time for the night with the participants
7. Ensure the Chapter has the Programme Director's mobile phone number just in case something happens, or a question arises
8. Confirm with the Chapter on the time of return
9. Return to the campsite at the time agreed on with the Chapter; if some leaders want to return earlier, a staff member should accompany them
10. Upon arrival, check in with the Chapter volunteers that all participants are safe and in their correct rooms
11. Thank the volunteers for their time

The leaders' night out should be a fun but risk-free evening. Always remember that leaders and staff should socialize responsibly – the leaders' night out is still part of a CISV programme; all guidelines and rules should be followed and in case of a medical emergency arising while away from the camp the leaders still hold the responsibility for their delegation.

Note: Consultation on an updated policy regarding alcohol at CISV children focused programmes and events is currently being conducted. Once complete, and policy decisions have been taken, this section will be updated accordingly.

STEP UP STAFF/LEADER DAY OFF

Leaders and staff may take a day off during the course of the programme at their own expense. The time away must not exceed 24 hours. Leaders must not be more than two hours travel time away from the campsite.

No more than two leaders should be away at the same time.

The date cannot be changed without staff approval. The day off can be spent off site (e.g. excursion) or on the site, taking some time for resting, sleeping, or reading. The staff must be informed of the plans.

Before leaving for the day off, a leader must arrange for a leader or staff to take care of their participants and assume their usual duties of the day. Everyone at the programme should be aware which leader/staff member will take care of the delegation during the leader's day off.

FIRST DAYS AT THE PROGRAMME

SAFETY DRILLS

Part of being prepared is making sure that everyone on the site is familiar with the safety procedures. At the beginning of the programme, staff are responsible for ensuring that all participants know fire evacuation routes and are informed of any potential hazards. At least one practice fire drill should be carried out with all participants during the first three days of the programme. If the programme is in an earthquake zone, an earthquake drill should also be conducted within the first three days of the programme. It is a good idea to coordinate these drills with local authorities, so that they know about it and the drill can be as realistic as possible. It is advisable to remind participants of these safety procedures on a regular basis.

SETTING EXPECTATIONS

At the beginning of the programme, the contents of InfoFile [R-07 Positive 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.

RISK MANAGEMENT

Using the Risk Management Checklist – All Camp Programmes that was previously used to document findings of the First Review, the Final Review must be conducted by the Chapter Risk Manager and the Programme Director no later than the 3rd day of the programme. Once the form has been completed, it must be signed by the Chapter Risk Manager and sent directly to their National Risk Manager. The National Risk Manager must then review and sign the form and forward a copy to safety@cisv.org. The National Risk Manager must also follow up on any concerns and report such concerns to their NA Board. The National Risk Manager must also follow up on any concerns and report such concerns to their NA Board.

If swimming will be part of the programme, there should be at least one trained and certified lifeguard on duty for any such activity. If the facility has its own pool, it should be properly secured to prevent access except as part of a planned and supervised activity. If there is a nearby river, lake or other body of water that participants can easily access, there should be appropriate plans to address potential risks. Note that any water activity must be risk assessed and control measures implemented; the support of the Chapter or National Risk Manager will be required to undertake this assessment.

For the role of the Risk Manager and all other risk-related considerations, please see InfoFile section N and InfoFile .

GENERAL CARE AT THE PROGRAMME

SETTING EXPECTATIONS

At the beginning of the programme, the contents of InfoFile [R-07 Positive 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 more than minor cold symptoms should be quarantined from the other programme participants and examined by a physician.

At least two staff members 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 sanitisers available

Staff, leaders and programme coordinators must be familiar with the [CISV International Mental Health Guide](#).

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 sufficient cleaning equipment and supplies (including cleaning gloves where needed). It is common practice that participants, staff and leaders form cleaning groups and set up a rotation of duties.

Bathrooms, toilets, kitchen and dining area must be cleaned daily, and dining tables must be wiped after each meal.

Animals must not be allowed in the kitchen, dining area, bedrooms, or at all if any participant is allergic.

LAUNDRY

Laundry should be done weekly. If there are no laundry facilities on site, it is the responsibility of the host Chapter to provide facilities/host families to do laundry. Usually, bed linen is washed once. It is very important that the laundry items are labelled with the person's name and NA.

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.

SHOPPING

Most shopping for basic food and supplies should be done by the Chapter or delivered by arrangement with local shops.

A specific shopping day is not required. If the staff decide to organize one, or the participants ask for one during Camp Meeting (it can be half a day or part of an excursion), it could be turned into an educational experience by planning a discussion/debriefing around topics such as consumerism, peer pressure, sustainable development, etc.

NUTRITION

Programme hosts must provide a nutritious and healthy diet and make every effort to make it a varied diet. Further, programme hosts must fully respect the medical and generally accepted dietary restrictions of all cultures and individuals present. And importantly, all food allergies and dietary restrictions as detailed in health and behavioural forms must be considered and catered for. Three meals and appropriate snacks must be provided and covered by the hosting budget. If meals are prepared by CISV volunteers, staff or participants they must have been adequately trained or oriented in food safety procedures.

NOTE ON TRANSPORT

At least one road worthy car (government certified where applicable) should be available during the whole time of the programme, and at least one staff member (not junior staff) must be able to and insured to drive, so that banks, hospitals etc. can be easily reached at all times. Any driver and vehicle must be licensed and have the necessary insurance. Participants are not allowed to drive during the programme.

PROVIDING ADULT SUPERVISION

Throughout the programme appropriate adult supervision must be provided. In camp settings, there should never be more than six children for each adult (age 21+) at any given time.

Note Regarding Adult - Child Time

For the protection of child and adult participants, staff/leaders should not spend time alone with any one child or group of children with few exceptions, and only then with additional control measures in place. The [CISV Safeguarding Policy, Procedure 2: Safe Boundaries, Contact and Communication](#) provides clear and well-defined limits and guidelines for adult-child interactions which need to be complied with at all times.

ALCOHOL AND SMOKING

Note: Consultation on an updated policy regarding alcohol at CISV children focused programmes and events is currently being conducted. Once complete, and policy decisions have been taken, this section will be updated accordingly.

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 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 Support Team. 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, 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 Support Team or the IO if they have questions.

For situations when someone must leave a programme prematurely, see InfoFile [R-15 Procedure for Someone Leaving or Being Removed from a CISV Programme or Event](#) 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**).

MEDICAL/SAFETY SITUATION

At least two staff members 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 Procedure for Someone Leaving or Being Removed from a CISV Programme or Event](#) for the detailed steps to follow when a participant must 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 Procedure for Someone Leaving or Being Removed from a CISV Programme or Event](#) for detailed steps to follow when a participant must 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](#).

Note: A plan for responding to and managing major incidents is currently under development by IO as part of their short-term strategy. References to this plan and how it is to be implemented will be incorporated into this programme guide when work in this regard is complete.

REPORTING INCIDENTS OR ISSUES

When an incident or issue occurs at a CISV programme the Programme Director, should be in contact with the Chapter/National Risk Manager to discuss the situation. The Programme Director (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/ 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.

LAST DAYS AT THE PROGRAMME

The very last days of a programme are often extremely busy and planning ahead for them can make a big difference. Some of tasks that need to be taken care of can be done by staff, but some may require support from the Chapter. Make sure that this has already been arranged as part of the planning process with the staff team and Chapter.

Some of the tasks include confirming flights; arranging transport; settling camp shop bills; handing back forms, official documents and valuables; cleaning the site; and packing.

FOLLOW-UP AFTER THE PROGRAMME

SITE

Very often the site is rented and there may be an arrangement between the Chapter and the owners of the site detailing the extent the site must be cleaned and things restored to their original place. Make sure that the arrangement is fully understood and agreed by both parties beforehand.

Even though some cleaning can be done during the last day/s of the programme, a more in-depth cleaning may be required after all participants have left the site. It is up to staff to clean the site, but help may be needed from additional Chapter volunteers.

Often a Chapter will use/rent the same site for many of their programmes and so it is very important for the Chapter to maintain good relations with the site owners for the future.

STAFF AND CHAPTER MEETING

It is recommended that staff and Chapter representatives meet shortly after the completion of the programme to follow-up on the experience, share feedback and to make sure any official or formal reporting has been or will be completed.

This time is also a good opportunity to go over the list of anyone who has contributed to the programme and ensure that everyone is duly recognised for their efforts and contribution.

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. These include **Programme Director's Planning and Evaluation Form (PDPEF)** (PDPEF) and any **Incident Report Forms**. It is advised that these are completed and submitted immediately after the end of the programme. 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. The form should be completed and submitted no later than two weeks after the end of the programme.

How to Access and Complete the PDPEF

The PDPEF is available at forms.cisv.org.

For Programme Directors and staff members to be able to access the PDPEF for their specific programme, they must first register on [myCISV](https://mycisv.org) and then be assigned by their NA/Chapter to their relevant programme.

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). For general, technical and support information, and PDPEF FAQs, please visit [Evaluation](#).

PDPEF Structure

The PDPEF consists of nine sections: 1. Overview, 2. Arrival Information, 3. Address List, 4. Education and Research, 5. Educational Evaluation, 6. Feedback, 7. Practical Arrangements, 8. Media and Community Activities, 9. Departures

When to Fill in Each Section

The nine sections in the PDPEF are grouped into three phases. The overview below gives suggestions for when each section should be completed. The sections on 4. Education and Research, and 5. Educational Evaluation are also addressed in the Education section of this Guide.

Start of Programme / Phase

SECTION 1: Overview

SECTION 2: Arrival Information

This section requests administrative information about the programme, its staff, leaders and participants. It records all the necessary information for the programme that includes Risk Management Checklist, Health and Behavioural Forms, Legal forms, Attendance and arrival information.

SECTION 3: Address List

The Address List section requests personal information about all staff, leaders, and participants in the programme. This section must include the address and date of birth of everyone in the programme

SECTION 4: Education and Research

To assist with planning, this section should be discussed and recorded in the PDPEF before the programme begins.

Throughout Programme / Phase

SECTION 5: Educational Evaluation

This section is to be used during all phases of the programme as a tool to help staff, leaders and sometimes delegates to plan and evaluate the educational content for your programme.

Throughout the programme, the Programme Director, staff, leaders, and older participants can use the Delegate Evaluation, the Group Evaluation Form, and/or the Individual Evaluation Forms to evaluate the progress of the programme goals and indicators. The Individual Evaluation Form is an optional form which can be used throughout the programme by leaders, or participants to keep track of their learning outcomes. They can then be used as a reference to complete the Delegate Evaluation.

End of Programme / Phase

SECTION 6: Feedback

After the programme is complete, please provide feedback about everyone with programme responsibilities (leaders, Programme Director, staff, junior staff). This information will be shared with their home NA to support future selection and training needs.

SECTION 7: Practical Arrangements

This section can be monitored informally throughout the programme. It should include information from staff, leader and participant feedback about the site, food, facilities, and arrangements for transportation, etc.

SECTION 8: Media and Community Activities

This section is to record valuable contributions to communities and the organizations with whom your partner. After the programme, please provide a brief summary of the community project and the contact information for the partner organization or like-minded organizations which was involved.

SECTION 9: Departures

This section completes the administrative information about attendance (departure information). Any other comments about the programme and its evaluation can be included here.

INCIDENT REPORT FORM (IRF)

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. It is crucial to understand that the IRF is not a punishment itself but a method of documenting occurrences that deviate from CISV's principles, rules, guidelines, and policies. This approach ensures incidents are handled constructively, focusing on understanding and rectifying the situation in line with our values.

Examples of situations or incidents to report are those requiring medical (including psychological) attention, those involving criminal behaviour, and violations of the CISV Positive Behaviour Policy (R-07).

Timelines for submitting an IRF are detailed in the **CISV Safeguarding Policy, Procedure 5: Safeguarding Incidents, Section 4.2**. The IRF is to be submitted electronically as instructed on the IRF form.

Please refer to the **Incident Report Forms FAQs**.

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. [OBJ]

STEP UP / SENDING

◆ -- Highly Relevant

◆◆ -- Be Familiar With

	Introduction	Role Profiles	Hosting Before	Hosting During	Sending	Education & Evaluation
Staff	◆	◆	◆	◆		◆
Leader	◆	◆		◆◆	◆	◆
Family	◆	◆			◆◆	
Participant	◆	◆			◆◆	
Chapter/NA person with programme responsibility	◆	◆	◆	◆	◆	◆

HOW THE ADMINISTRATION WORKS FOR SENDING PARTICIPANTS

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 increase hosting and participation in a sustainable way. In this way CISV can gradually reach more and more people with its unique peace education programmes.

CISV plans five 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 at [Global Programme Hosting Plan](#). The plan is based on input from NAs, Regional Member Support Coordinators, Education and Research Committee, and the IO. The Member Support Coordinators 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 and updated regularly, so that we keep track of actual hosting figures and maintain a realistic view five years ahead.

An NA should plan its hosting in consultation with the Regional Member Support Coordinators. Each NA's hosting plan is included in the Global Programme Hosting Plan.

Details of Participation Requests

The Global Programme Hosting Plan only contains basic information: what type of programme, which year, which NA.

Further information and sending details, such as age group, dates when they are able to travel, more exact number of participants, must be confirmed a year before the programme. By this time, NAs will also know better how many invitations to request.

NAs provide these details one year in advance by filling in the Host and Participant Data Sheets (there is one per programme) on myCISV.

INVITATIONS TO PARTICIPATE

Entitlement to invitations is based mainly on hosting. If an NA hosts an international programme, it will get hospitality points to put toward future invitations. This system is complex as there are so many NAs, and different programmes, as well as invitations reserved for Promotional Associations (PAs) and developing NAs. However, the basic principle is that of reciprocity; hosting leads to invitations. The statistics are kept by the IO, and they are entered into a hospitality formula. This exercise determines how many points an NA has for a given year. This number is then 'translated' into invitations depending on a number of variables. These variables include the number of actual invitations available, and the number of invitations reserved for PAs and specific NAs.

At that point, the IO starts the process of allocating spaces within individual programmes, based on the number of invitations to which each NA is entitled and any specific requirements of the NA (e.g. dates, travel restrictions). Invitation allocations are also based on achieving a balance of cultures and languages in each programme.

In October, programme invitations are issued by the IO to NAs on myCISV, inviting them to send participants to particular programmes. This is called “Round One”. NAs then distribute these invitations among their Chapters. NAs inform the IO by the published deadline whether they are accepting or refusing the invitations. They do this by indicating their acceptance/refusal in the Programme Invitation Offer form and sending it to the IO.

Invitations/participation lists are then revised and reissued as needed. This reissuing process is done in “rounds” and works within deadlines, as with the initial invitations. When there are no longer any requests, available invitations are publicised in an open list in the IO Update, which is sent to the national secretaries on a weekly basis.

For the dates that rounds are issued and when NAs need to respond by, see the [Programme Deadlines Calendar](#).

Changes to invitations

Once an invitation has been accepted, an NA may change its mind up until certain deadlines. After that, any changes or cancellations will incur financial penalties. See InfoFile [C-11 Programme Cancellation and Penalty Fees](#) and the [Programme Deadlines Calendar](#) for more details.

FINANCES

All NAs and Chapters should have a treasurer, who is responsible for coordinating or overseeing financial arrangements for programmes. There is a [Treasurer's Guide](#) and [U-13 Model Role Profile – NA or Chapter Treasurer](#).

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 programmes. 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.

For current fee information, see InfoFile [C-10 CISV International Fee Structure](#).

It is up to the Chapter to collect fees from the participants it is sending to international programmes and for the NA to then collect the fees centrally and pay the amounts invoiced by the IO. It is strongly recommended that participation fees be collected from participants in advance of the programme. If a Chapter chooses, it can raise funds to cover all or part of the fees for its participants.

INVOICING AND PAYMENT OF INTERNATIONAL FEES

All fees are invoiced by and paid to the IO. When the majority of the participation information has been received, the IO will invoice the NA. This major invoice is generally done in the March quarter. If participation information changes or penalties are charged, amendments will be made in subsequent invoice periods.

The IO will credit hosting NAs with the participant host fees. This is usually done by offsetting the amount to be credited against the amount owed by the NA for its participation in other activities.

PENALTIES FOR CANCELLATIONS / CHANGES

Penalties are for such things as late programme invitation cancellations, late date changes and programme cancellation by the host NA. For full information see InfoFile [C-11 Programme Cancellation and Penalty Fees](#).

SELECTION OF LEADERS

It is critical that, when recruiting leaders for our programmes, we take the necessary steps to ensure that they are suitable to work with children. As such, we must follow the safer recruitment steps set out in the [CISV Safeguarding Policy in Procedure 2: Safer Recruitment](#). These steps include requirements for advertising of leader positions, use of standardized application forms, selection /interviewing criteria, obtaining and checking of references, criminal record and identity checks, membership requirements, etc.. Following these steps ensures that we exercise our duty of care to safeguard children who participate in our programmes.

The responsibility for recruitment of leaders lies entirely with the Sending NA/Chapter. Each Sending NA/Chapter must appoint people who will be responsible for recruiting leaders and for ensuring that all relevant documentation and risk management checks are completed.

The selection of leaders is critical in CISV prioritising the safety and wellbeing of all participants and ensuring we can fulfil our duty of care in protecting children.

Though it is not forbidden to select a leader who is the legal guardian, 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 NA/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.

Note: cut-off dates for recruiting leaders are currently under review, and this section will be updated accordingly ASAP.

NUMBER OF LEADERS

There is one adult leader per delegation in Village, Step Up and in Youth Meeting.

QUALIFICATIONS

The general responsibilities of these positions are set out in the Role Profiles. Any applicant selected must have appropriate skills and background.

AGE REQUIREMENTS

A leader must be at least 21 years old on the day they leave for a programme.

ADDITIONAL REQUIREMENTS - NATIONAL LAWS

The national law in some countries may have additional requirements for leaders and staff (e.g. regarding age, criminal record checks or registration with authorities) that also pertain to anyone from abroad who will come in contact with children in the host NA. In this case, it is the responsibility of the host NA to communicate these requirements to the participating NAs and to any invited leaders/programme staff as soon as possible so that the requirements can be taken into consideration in the selection and preparation of leaders/programme staff.

SAFEGUARDING EDUCATION AND TRAINING

It is essential that all leaders have the necessary knowledge and understanding to help keep children safe.

[Procedure 3: Safeguarding Education and Training](#) contained within the CISV Safeguarding Policy details the relevant policies and procedures that should be read and understood by leaders. Furthermore, as detailed in this procedure, leaders must complete the CISV safeguarding online training (which can be accessed through the CISV website at [CISV ELearning](#)) at the prescribed level.

STORING AND KEEPING PERSONAL DATA

All information received in the leader application form, reference forms, and through criminal record checks (including information collected from references in cases where criminal record checks are not available) is personal and sensitive and must be treated with confidentiality. Only those designated to be responsible for selection (and person(s) designated to assist them) should see such information. The applicant signs to consent to the data being used by CISV to process the application and agrees that the information on the application form may *only* be shared with programme organizers.

All of this information must be kept confidentially and securely. The CISV Safer Recruitment Checklist is to be completed by the person within the Chapter who is responsible for recruitment of leaders as a record that the required safer recruitment steps were followed and satisfactory who must then send the completed checklist, application forms, reference forms, and criminal record check information to a person designated by the Chapter to keep them in a secure location. That person will then be responsible for ensuring that the documents are maintained for the timeframes as indicated in the **[CISV Safeguarding Policy, Procedure 1: Safer Recruitment \(section 11\)](#)**, and subsequently destroyed. The only exception to the retention timelines indicated in this procedure is if local or national laws dictate otherwise.

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 retrieved (if on a computer) or the person identified.

Further general information on **[Data Protection](https://cisv.org/resources/risk-management-travel-insurance/data-protection-policy/)**.<https://cisv.org/resources/risk-management-travel-insurance/data-protection-policy/>

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 the [CISV Safeguarding Policy](#).

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. Note: cut-off dates for selecting participants are currently under review, and this section will be updated accordingly ASAP.

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 programmes. See InfoFile [C-03 Programme Basic Rules](#). Participants can take part in more than one Step Up.

AGE REQUIREMENTS

The following rules must be observed and can be found in InfoFile [C-03 Programme Basic Rules](#).

WHEN TO APPOINT DELEGATES

The delegation should be selected by January. The delegations attending Step Up need more preparation time and therefore should be selected earlier than other programmes. The reasons for this are:

- Teenagers have many commitments, which make it difficult for the group to meet on a regular basis
- In addition to normal delegation preparation, additional time is needed to discuss and prepare for the theme of the camp and the cultural activity
- Delegates need time to discuss social issues that affect their country; issues are often part of camp discussions

If possible, the delegation should live as close to each other as possible for pre and post programme work.

The following Qualifications are to be Used as Standards:

- Be able to express themselves and exchange ideas and information about their country
- Be able and willing to communicate in English
- Be able to think for themselves
- Be willing to listen to and respect ideas of others
- Take initiative, be resourceful and have an open mind
- Be willing to accept responsibilities
- Be respectful of authority
- Demonstrate a willingness to adhere to time commitments before and after the camp
- Be able to interact with their peer group
- Be willing to plan, lead and participate in activities
- Be flexible

SECURITY CONCERNS IN THE HOST NA

CISV programmes are hosted in countries around the world, some of which may be perceived as having security concerns. 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 and to assess the local situation and determine whether or not hosting or continuing a programme is appropriate.

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.

Whether or not a programme goes ahead, it is the decision of guardians/participants whether to travel to or stay in these programmes.

Parental/Adult Participant Decision about Travel to CISV Programmes in Risk Areas

Every year families 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 families to make the decision about participation:

- CISV programme hosts are usually parents themselves and they all take the responsibility of hosting children 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 guardians/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)
- <https://travel.gc.ca/travelling/advisories> (Canada)
- www.dfat.gov.au (Australia)

Sending NAs are encouraged to monitor their government websites and it is highly recommended 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.

PREPARING FOR A PROGRAMME

In preparing for and travelling to a programme, there are a number of steps that will assist in dealing with difficulties that may arise. These are the responsibilities of the sending Chapter, leader, families and participants.

PARTICIPANT AND DELEGATION PREPARATION

Ensuring that Everyone has Realistic Expectations

It is up to the Chapter/NA to make sure that participants, their families, and the leader have realistic and reasonable expectations of the programme. All people with programme responsibility must have training, understand the role they will play, what is expected of them and what they can expect in return. Before participants leave, they and their families should have a good understanding of the programme and what they can expect from the experience and from CISV.

All staff and leaders must receive appropriate orientation and leadership training.

STEP UP YOUTH TRAINING

The National/Chapter Step Up Coordinator (Committee) is responsible for participant training. In addition to delegation meetings/minicamps, a Chapter/NA training should be delivered. Training for participants addresses various topics and some of them could be covered with the help of JB. The trainer should ensure equal access to information and tools as well as take into account JB suggestions.

Before starting to organize the training, it is strongly suggested that the JB and the Chapter or National Step Up Coordinator get in touch with one another. In the absence of a planned National/Chapter participant training, JB is encouraged to take charge and cover the areas stated below.

General topics:

- What is CISV
- How to plan and run an activity
- How Step Up differs from Village and Seminar Camp
- How to understand and develop a camp theme
- Understanding the goals of the programme
- Rules and guidelines – the role of the camp meeting
- Evaluation – how to do it, when to do it and why
- Cultural sensitivity and cultural awareness

PRE-REGISTRATION ON MYCISV

See more information at [myCISV Questions & Answers](#).

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 in a safe place for the duration of the programme. Staff may use personal electronic equipment whenever needed. Leaders 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.

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.

SENDING PARTICIPANT INFORMATION TO THE STAFF

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 restrictions, or an allergy, 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. This information is to be included in the health and legal forms.

Provide other information for the participants and delegations that may be important before the programme through the **Delegation Information Form** (for Step Up, Village, Youth Meeting), the **Individual Participant Information Form** (for Seminar Camp, Village JCs). Complete the forms in the relevant programme area on myCISV.

Staff, leader and programme coordinators must be familiar with the [CISV International Mental Health Guide](#).

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 and the host Chapter Risk Manager 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 have a current criminal record check. They must also participate actively in the programme.

PARTICIPANT TRAVEL DETAILS

Participants/leaders must complete their **Travel Information Form** on myCISV for 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.

HEALTH AND BEHAVIOURAL AND LEGAL FORMS

COMPLETION AND REVIEW OF FORMS

It is essential that all leaders, staff and child delegates have a health and behavioural form completed no more than three months before the beginning of the programme, and no less than three (3) weeks prior to departure. This form is to be completed electronically in the myCISV system.

It is also essential that all leaders, staff and child delegates have the appropriate CISV Legal Form fully completed no less than three (3) weeks prior to departure. This form is also to be completed in the myCISV system. There are three types of official CISV Legal Forms; Child Travelling with Leader Legal Form, Child Travelling Alone Legal Form and Adult Legal Form. For child delegates, these forms are signed by their parents and give consent for the child delegate to travel with a named leader or alone. For all child delegates, these legal 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 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.

It is imperative when completing a health and behavioural form that information provided is complete and accurate. In addition to providing specifically requested information, the form also includes an area to provide any additional information concerning a participant's health or support needs. Diligently completing this additional section, as and when applicable, provides valuable information to programme staff on when accommodations may be required with respect to a person's participation in certain aspects of the programme.

A doctor's note must be provided in instances where a person has indicated on the health and behavioural form that the person concerned has a medical condition that requires medical supervision and / or conditions that are dependent upon medication to maintain stability.

The health and behavioural and legal forms must be reviewed at least three (3) weeks prior to departure of leaders, staff and child delegates for the programme by:

- the Leader (for child delegates under their care). The Leader should explore any reported medical or behavioural matters with the child's parent(s) or guardian(s) so that they will be able to best support the child during the programme. In doing so, the Leader should also ask the parent(s) or guardian(s) to complete the 'All About My Child – Parent Questionnaire' included as Appendix 1 in the CISV Mental Health Guide, and discuss. The results of these discussions may require additional information to be recorded on the health and behavioural form. The Leader should also take note of any medication which they may have to help administer and medical conditions which they might have to monitor, and which could affect a child delegate's participation in certain activities.
- the Sending Chapter Risk Manager. The Sending Chapter Risk Manager should review all health and behavioural and legal forms of Leaders, child delegates and international staff being sent by their Chapter to identify potential missing information, and (in conjunction with the Leader with respect to child delegates) to identify areas that should be probed further in order to gain a better understanding of any medical / mental health / behavioural concerns. Additionally (and in consultation with the Leader with respect to child delegates), the Sending Chapter Risk Manager should identify any concerns that may trigger the necessity for an Individual Risk Assessment to be conducted with respect to a person's participation in any of the programme activities. The conducting of an Individual Risk Assessment should be done in collaboration with the Hosting Chapter Risk Manager as they would be aware of the site conditions and other programme arrangements and what would be possible in terms of risk mitigation.

- the Hosting Chapter Risk Manager. The Hosting Chapter Risk Manager is the primary reviewer of health and behavioural forms and legal forms for staff positions, the purpose being to identify potential missing information and to identify areas that should be probed further in order to gain a better understanding of any medical / mental health concerns. The Hosting Chapter Risk Manager should also independently review all health and behavioural forms for all leaders and child delegates attending a programme their Chapter is hosting to identify any concerns not already identified that may trigger the necessity for an Individual Risk Assessment to be conducted with respect to a person's participation in any of the programme activities.
- By a designated programme staff member so that they
 - Can flag the absence of any forms on the myCISV system for any given leader, staff or child delegate and follow up to ensure they are completed
 - May properly plan for the collection and storage of medications brought to the programme. Programme staff must also be aware 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.
 - Collect information on dietary requirements / restrictions and food allergies and provide this information to kitchen staff.

A printed copy of the completed and signed health and behavioural and legal forms should always be carried by traveling persons (note: these should be carried by Leader for child delegates under their care). In the case of child delegates, provision of the printed legal form may be required when passing across country border. Printed copies of these forms would be necessary should a medical emergency occur during transit to and from the programme, and, in the case of a homestay, the copy of the health and behavioural and legal forms for child delegates should be provided to the Host Family (and then collected back at the end of the homestay). Additionally, printed copies of health and behavioural and legal forms should be carried by the Leader for child delegates under their care during excursions away from the camp site. While at the camp site, all printed copies of health and behavioural and legal forms should be stored safely and confidentially in the staff office. At the end of the programme upon arriving home, a Leader who has printed copies of health and behavioural and legal forms for child delegates under their care should either return them to parent(s)/guardian(s) or destroy them.

What if Someone Arrives Without a Completed Health and Behavioural and / or Legal Form?

If a leader, staff or child delegate arrives without a properly completed health and behavioural and / or a completed legal form in the myCISV system, both the Sending Chapter Risk Manager and the Hosting Chapter Risk Manager must be alerted immediately as this would represent a complete breakdown in the system as all the checks described above have failed.

In the case of an adult, they can complete their own health and behavioural and legal forms electronically in the myCISV system. In the case of a child delegate, the parent(s)/guardian(s) must be contacted to fill in the missing forms. The Sending Chapter Risk Manager, the Hosting Chapter Risk Manager, the Leader (where applicable) and the designated Programme Staff person must then complete their checks as described above.

In the case of a child delegate, if it is not possible to get a health and behavioural form completed by the parent(s) / guardian(s) immediately, 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 child delegate's parent(s) / guardian(s) must pay for the visit to the local doctor.

SUMMARY OF HEALTH AND BEHAVIOURAL AND LEGAL FORMS

FORM	WHO IS IT FOR?	WHICH PROGRAMMES?
Health Form	All child/youth delegates (including JCs), All staff and leaders	All programmes except Mosaic (unless the Mosaic project involves travel and overnight accommodation)
Child Travelling With Leader Legal Form	All child delegates travelling with an adult leader	Village, Step Up and Youth Meetings
Child Travelling Alone Legal Form	All youth delegates aged 16-17, travelling without an adult leader	Village JCs, Seminar Camp participants
Adult Legal Form	All adult leaders and staff members	All programmes for staff/leaders

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 guardian must give their consent and arrangements must be made with the transport company to provide assistance to the participant on their journey.

An individual child participant (not part of a delegation) may only travel alone with consent from their guardian.

Consent from their guardian is required for any child participant under the age of 18.

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 must 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. Note that the recruitment of Host Families must be done in accordance with the CISV Safeguarding Policy, Procedure 2: Safer Recruitment. This is described further in the section above titled Recruiting Staff and Other Volunteers for Running the Programme. 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.

The CISV Travel Insurance Policy covers up to 10 extra days of leisure travel (when in line with CISV International Programme Basic Rules). For any additional travel, it is the responsibility of parents to purchase any additional travel/medical insurance needed.

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
- 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 advise 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 situations of uncertainty, consider refundable tickets.
- In the case of transit flights, choose flights that allow ample time for transfers
- Do not make travel arrangements until the Pre-Camp 1 deadline and Pre-Camp 1 has been shared

TRAVEL INSURANCE

CISV has in place a [Travel Insurance](#) policy for those attending CISV International programmes. This is a travel and personal accident policy that covers travel issues such as cancelled flights, lost luggage, medical, and personal accidents. Information on this travel insurance (who it covers, what it covers, limits of liability, etc.) can be found on the CISV website.

Each calendar year, the International Office issues notices or certificates of insurance to all NAs. Every participant, leader and international 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.

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 their delegation
- Carry **Health and Behavioural Forms** and Legal Forms in hand luggage

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 emergency money (reserve funds) and credit/debit cards that can be used to cover emergency expenses like medical expenses, hotel charges, etc.
- For delegations, consider having each participant travel with emergency 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. This needs to take into account travel to and from the programme as well as any incidental travel.
- Consider national and local safety conditions in terms of how much cash to bring versus credit/debit cards and whether large amounts stored on an individual or the campsite pose a risk to personal safety and camp security.
- Consider whether the leader should rent an international mobile/cell phone or take a pre-paid telephone card to maintain contact during the journey
- 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 eyeglasses 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 hold luggage is delayed

COMMUNICATION DURING THE PROGRAMME

Make sure that any leader or adult participant has the contact details of someone in the sending Chapter in case any questions arise.

COMMUNICATIONS IF A PROBLEM ARISES

Most problems that programme encounter are minor and can be addressed appropriately by staff, leaders and participants within the programmes.

However, should a serious problem arise and should a participant need to leave the programme early, there are specific procedures to follow. The NA/Chapter of the participant (and guardian in the case of a child) must be consulted as part of the process, which is fully described in InfoFile [**R-15 Procedure for Someone Leaving or Being Removed from a CISV Programme or Event.**](#)

If a leader must leave the programme early, the NA/Chapter of the leader must be consulted as part of the process and take part in making alternate arrangements (a new leader or someone to accompany the delegation during travel). The guardian of the participants in the leader's delegation must also be consulted and arrangements made for new legal consent forms. The procedure is fully described in InfoFile [**R-15 Procedure for Someone Leaving or Being Removed from a CISV Programme or Event.**](#)

COMMUNICATING WITH THE PROGRAMME OR PARTICIPANTS

Should the sending Chapter or a family member need to reach the programme urgently, the contact information is in the Pre-Camp. However, it is important that sending Chapters and families (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 of participants.

FOLLOW-UP 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. Former participants are a great resource in debriefing sessions for participants who have just returned from a programme.

PARTICIPANTS FOLLOW-UP AND LINK WITH JUNIOR BRANCH

It is important to have a follow-up with participants, as it is only after they go back to their daily routines that it is possible to check how educational the Step Up experience has been. A follow-up can be done individually or in a group.

Another important part could be to give JB's the opportunity to recruit from Step Up participants. JB's will be able to recruit motivated former participants who just came back from a Step Up experience and this will keep the participants active in their Chapters. There are a number of ways this can be achieved.

If an NA already hosts a post camp/minicamp then the JB could get in contact with its National Board and National Step Up Coordinator and ask them for a slot of time to run an activity. If not, then the JB should run an activity/day for the returning participants to raise their awareness about JB and its potential.

The cooperation between National Step Up Coordinator and JB's is key in order to run a cohesive and effective post-camp training. If in your NA there is no JB, it is possible to get in touch with your Regional Delivery Team for Educational Programmes or International Junior Branch Team to analyse other options.

Debriefing

Do not forget to arrange a date with the delegation for the debriefing of the programme – this does not necessarily have to be a whole weekend. In some countries, a phone call is all that is possible. Delegates should be primarily be asked to reflect on what they learned and how the Step Up has impacted their life, the way they think about the topic, CISV, or further involvement in their country.

LEADER AND STAFF PERFORMANCE

If the programme staff 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 (IRF)

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. It is crucial to understand that the IRF is not a punishment itself but a method of documenting occurrences that deviate from CISV's principles, rules, guidelines, and policies. This approach ensures incidents are handled constructively, focusing on understanding and rectifying the situation in line with our values.

Examples of situations or incidents to report are those requiring medical (including psychological) attention, those involving criminal behaviour, and violations of the [CISV Positive Behaviour Policy \(R-07\)](#).

Timelines for submitting an IRF are detailed in the [CISV Safeguarding Policy, Procedure 5: Safeguarding Incidents, Section 4.2](#). The IRF is to be submitted electronically as instructed on the IRF form.

Please refer to the [Incident Report Forms FAQs](#).

STEP UP / EDUCATION & EVALUATION

◆ -- Highly Relevant

◆◆ -- Be Familiar With

	Introduction	Role Profiles	Hosting Before	Hosting During	Sending	Education & Evaluation
Staff	◆	◆	◆	◆		◆
Leader	◆	◆		◆◆	◆	◆
Family	◆	◆			◆◆	
Participant	◆	◆			◆◆	
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

When taking part in a Step Up the participants develop their own activities related to the four areas of CISV educational content and to the programme theme. At the conclusion of the programme, they should have developed greater appreciation of similarities and differences, justice and equality of opportunity, the ability to resolve conflicts by peaceful means and the importance of sustainable development. The programme encourages participants to transfer all this learning to their local communities and environment after the programme ends.

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

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 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. 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.

The Importance of Cultural Activities

Cultural activities allow participants to share an important part of their background and play a key role in the programme. They serve as a training opportunity for participants at home and are one of the biggest contributions each delegation brings to the programme's educational content.

The educational principles and Statement of Purpose are built into the programme by the time the youth participants start planning their own cultural activities. Development of the educational principles continues when the participants make decisions that will affect the development of the camp, such as details of camp schedules and planning the activities around the camp. The cultural activities planned by delegations should raise awareness of global and local issues in conflict and resolution, diversity, human rights and sustainability.

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.

ATTITUDES, SKILLS AND KNOWLEDGE (ASK)

All Step Ups share the same 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 participants to develop through the programme.

CISV educational content should be the basis for the Step Up programme. The attitudes, skills, and knowledge approach can be used to help facilitate the growth of Step Up participants. Looking at this model, we can identify some of the behaviours, characteristics, and traits that should be developed:

Attitudes	Skills	Knowledge
<ul style="list-style-type: none"> • Open mind • Flexibility • Respect, Cultural sensitivity • Initiative • Accept responsibility • Plan, lead and participate • Include all members of the group 	<ul style="list-style-type: none"> • Thinking for themselves • Listening • Communication • Teamwork • Group decision making • Respect the rules they set • Leadership 	<ul style="list-style-type: none"> • CISV and Step Up • Their own culture • Camp theme related to their culture • Topics / activities related to the theme • Cultural awareness • How to plan activities • How to evaluate activities

Using these Attitudes, Skills and Knowledge after the Programme

Participants should gain new attitudes, skills and knowledge throughout the programme. They should go back home willing to apply these acquired ASKs into their daily life, in both CISV activities and in other contexts where they can show that they are becoming active global citizens. After the initial training and the following international experience, they will be better at planning and running activities with specific and well-developed educational content.

STEP UP PROGRAMME GOALS AND INDICATORS

To become more aware of ourselves, other people and cultures, and the wider world

Aware of and care for oneself
Willing to cooperate with people from different cultures
Able to contribute to the positive development of a group
Understands the topics and its connection to oneself and others

To be willing to be a responsible and active member of our communities

Aware of one's own responsibilities
Willing to contribute to your own community
Able to foster build trust and act inclusively towards others
Understands responsibility in contributing to a peaceful and inclusive community

To be able to take action for positive social change within our communities

Aware of emotions in oneself and others and their impact
Willing to be open and listen to diverse perspectives
Able to identify and act to resolve conflict with others and within the community
Understands how to act for positive social change

To understand peace, non-violent action, and social justice

Aware of current social issues as they relate to peace education and social justice
Willing to lead and contribute to activities, projects and discussions
Able to plan and facilitate peace education activities
Understand the topics on a local, national, and global level

PEACE EDUCATION IN CISV

The four main content areas of Peace Education in CISV Programmes

Diversity

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

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.

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

The themes are connected with the four content areas. Participants are encouraged to include these content areas while planning their activities, and to note ways in which they relate to one another.

EDUCATIONAL CONTENT

The focus is on learning through educational activities related to the theme. Some activities are planned and run during training, and this will teach the participants about their role during the programme. Activities are planned by staff for the participants in the first few days, but then the youth start working in groups to plan activities themselves, facilitated by adults. In the early stages there is a need for icebreakers and getting-to-know-you games. Later in the camp, everyone may need some relaxing or fun activities as a break from the more intense educational work. Educational activities will vary in length, nature of action and intensity. Staff and leaders will help the participants balance the various types of activity during their planning group discussions.

RESOURCES USED TO SUPPORT PEACE EDUCATION IN STEP UPS

- [CISV Passport](#)
- [Big Education Guide](#) (Big Ed)
- [PDPEF FAQ](#)
- [PDPEF Help Notes](#)

- [Activity Writing Template](#) - for uploading activities devised in a programme so that they can be shared in [Educational activities](#)
- [Evaluation](#)
- [Research](#)
- [Programme Training](#)
- [Step Up Training Curriculum](#)
- [Step Up Programme Resources](#)

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 STEP UPS

THEME

Participants plan activities around a theme. The staff should decide the theme while planning for the programme. The theme chosen by the staff should relate to CISV educational principles and goals, and to the annual rotation of content areas.

Staff members need to be clear in their ideas about the chosen theme and how use of the theme can help participants to achieve the relevant goals. The theme must be used in all cultural activities as well as during Impact Day, Open Day and excursions.

The majority of educational activities should be based on the development of the camp theme. Practice has shown that:

- It gives unity and identity to the camp
- Participants need opportunities to focus on issues which are relevant and of concern to them
- The theme should be one which delegations can start work on at home, before they travel to the camp
- Activities are normally related to this theme
- The theme should allow freedom of discussion and opportunity for development by participants
- The theme should be broad enough to be developed in three weeks, but also sufficiently specific for focus and closure
- If a Chapter/NA is already working on a theme throughout the year, it is useful to relate the camp theme to that one which will facilitate the planning of the Impact Day

Theme Development

The theme will be explored through:

- Activities and discussions developed and led by the youth participants
- Cultural activities prepared by the delegations before the camp
- Local Impact Day experience
- Use of local resources to increase knowledge and provide a shared experience for the whole camp, e.g. a guest speaker
- Theme-related excursions
- Use of any relevant and available inspiring material, e.g. magazines, movies, books, pictures, music, posters, stories, websites

Staff and leaders should regularly evaluate the theme and educational progress of the participants and be prepared to plan appropriate activities if needed.

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. But it is important to think about activities that encourage participants to see the "apply" aspect inside the camp, fostering immediate integration of learned concepts into their experience.

USING EXPERIENTIAL LEARNING

Experiential learning is addressed through planning and running activities and in the whole structure of the programme. Participants hold camp meetings where they make decisions about their schedule, amount of free time, activities, etc. They also learn how their actions and decisions affect the camp development (positively or negatively). As they become aware of the consequences, the participants decide to modify their actions and decisions.

RUNNING SAFE AND HIGH-QUALITY EDUCATIONAL ACTIVITIES

When running activities in our programmes it is imperative that they are safe, sound and of high educational quality. This requires that they are well-planned, monitored and take into consideration special needs and readiness of the participants both individually and as group. It also means that we may have to adapt and change known activities so that they are suitable and relevant for each participant group.

A document complementing this section will be prepared and attached here.

1. Plan activities and take into account

- the age of the participants
- special needs of the group (including cultural differences, English language levels, comfort levels, and where the participants are in their learning journey)
- the educational purpose of the activity (Note that doing an activity because we have done it in the past or that is considered a "classic CISV-activity" is not an adequate reason on its own to do an activity)

- that it respects the dignity and human rights of all participants and adults concerned and does not discriminate or marginalize people due to their views, preferences or characteristics, or exerts unnecessary peer pressure
- that it avoids stereotyping and oversimplifications (including national cultures, gender character traits, generalized and assumed characteristics of specific people or groups)
- clearly communicated and understood rules and parameters (including activity area limits, activity duration, and variations to generally known activities). Note that some activities exist in many different countries and are done in different ways and with different rules.
- the specific skills, knowledge and experience required by the adults to run a specific activity
- the site and local environment (including the climate, the campsite area, public access, the ability to monitor, accessible areas, equipment)
- a risk assessment - avoiding unnecessary hazards (including tripping and slipping hazards, potential risks of falling on sharp objects and glass, dangerous equipment, proximity to bodies of water, etc.). The Chapter Risk Manager should always be engaged to undertake a structured risk assessment of any activities that present a unique or higher risk to the safety and wellbeing of participants, and appropriate mitigation implemented to reduce or eliminate risks.
- it is followed by appropriate debriefing so that intended learning outcomes are understood by all participants

2. Monitor activities and take into account that

- it has adults in charge and present at all times (including responsibility for headcounts)
- adults are allocated and aware of their specific responsibilities and are clear on what they need to do

3. Explain emergency procedures so that participants and adults know who to approach and what to do if something in the activity goes wrong, and that participants must be able to opt out of activities that causes them distress or adverse reactions. [OBJ]

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 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 Education and Research Committee and Training 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.
- Education and Research 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.

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, Seminar Camp, or Mosaic) 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.

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'.

Activity Writing Template

There is an [Activity Writing Template](#) for CISV International programmes, 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 Education and Research 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 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 Help Notes](#).

BUILDING EDUCATIONAL EVALUATION INTO THE PROGRAMME

Educational evaluation is built into training so that staff, leaders and youth understand the purpose and processes behind it. Some areas of evaluation should be:

- Accomplishment of goals and indicators
- Accomplishment of specific goals related to the theme
- Camp structure and organization
- Site and facilities
- Accomplishment of staff/participant/group expectations
- Group feeling among all participants
- Specific camp activities and their relationship with the theme

Evaluation should be an ongoing process and can be used to inform programme planning as the programme develops. Participants need to have the opportunity to reflect and comment on what has been achieved and what remains to be done. Evaluation may be a sensitive issue because of the subjective nature and sensitivity of some of the topics covered. Having pre-determined criteria for evaluation helps the participants to be prepared for the process.

The goals and indicators are used to evaluate ASK development for each participant throughout the whole programme. Staff, leaders and participants are encouraged to brainstorm the kinds of evidence that might indicate achievement of ASK. These should be discussed by leaders and staff during the training days at the beginning and agreed upon by the participants during the first meeting. At the end of the programme the Director is responsible for recording participants' achievements on the PDPEF for submission to CISV International.

Checkpoints which should involve all participants are the mid-way evaluation and the final evaluation.

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.

Actions Inspired by Programme Participation

Participants are expected to take a more active role within their Chapter and Junior Branch, to encourage others to be involved in the organization and share their new gained ASKs. 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.

RESEARCH

To learn more about the role and purpose of research in CISV, and to be inspired by recent research results, see [Research](#). *Suspended for 2024

If programme staff become aware of any research project taking place during their programme, they must mention this in the Pre-Camp and send a copy to research.proposal@cisv.org to ensure the research project follows the official approval process and that all relevant persons are informed appropriately.

FITTING IT ALL TOGETHER

MEETING CISV'S EDUCATIONAL AND TRAINING QUALITY STANDARDS IN THE PROGRAMME

The Regional Support Teams 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 Education and Research 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.