

LINKS

Study Tours

**A Resource Pack for the Sending Programme
Office**



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Participant Form 1: Learning Objectives

About the Participant:

Name: _____ Job Title: _____

No. of years in post: _____

Your job involves:

Policy

Practical work

Both

(please tick appropriate box)

About the Organisation:

Name of your organisation: _____

Postal address: _____

Telephone: _____ Fax: _____

Cell: _____ Email: _____

Status of your organisation *(please tick appropriate box)*

NGO

CBO

Government

Local Government

What is the main work of your organisation?

How many years has your organisation been working in this field? _____

Please give some background to your organisation, networks to which your organisation belongs, and some achievements:

(please attach additional information if necessary)

What do you hope to gain from taking part in this study tour?

Skills and Knowledge Assessment Table: Complete the following table to outline how taking part in the study tour may improve your current level of skills and knowledge. Put your highest priority first.

Skills/Focus Area	Where is the organisation now?	Where does the organisation want to be?	How can the study tour help you?
<i>e.g. HIV prevention</i>	<i>Has run a poster campaign in the community</i>	<i>Would like to develop a more multi-media approach</i>	<i>By visiting organisations with experience of developing prevention campaigns using multi-media</i>

Participant Form 2: Emergency Support Needs Form

STRICTLY CONFIDENTIAL

Copy to be given to the programme officer in charge of support in participants' home country and the tour coordinator

Surname

Forenames

Date of Birth..... Age.....

Do you have a passport? YES/NO

Passport No.....Nationality.....

Date of ExpiryPlace of Issue

Prescribed Medicines.....

Medical conditions.....

Special Dietary needs

Do you consider yourself to have a disability? YES/ NO

If YES, please give full details of any additional support or equipment you will require during the study tour, e.g. wheelchair accessible accommodation:

Emergency Contact Details:

Name of next of kin.....Relationship.....

Address.....

.....

Tel (Day)..... Tel (Evening)..... Email address.....

Please tear off and give to your next of kin.



In case of an emergency please contact: **(Insert details of supporting VSO staff member in participants home country)**

- **Name:**
- **Address:**
- **Telephone number:**
- **Emergency mobile number:**

Draft Contract

CONTRACT FOR SERVICES

Specification of Services between **[NAME OF TOUR COORDINATING ORGANISATION]** of **[T.C. ORGANISATION'S ADDRESS]** and VSO **[YOUR COUNTRY]** of **[YOUR ADDRESS]** during **[DATES]**.

1. Terms of Reference

- [NAME OF T.C. ORGANISATION]** will support the development and delivery of the VSO "[NAME OF TOUR]" study tour to **[HOST COUNTRY]** in **[DATES]** as detailed in the terms of reference attached below (see appendix).

2. Fee and Payment Arrangements

- A payment of 90% of the total budget, i.e. £[90% of TOTAL AMOUNT] will be made by VSO to **[NAME OF T.C. ORGANISATION]** prior to the tour to facilitate its delivery. Payment will be made directly to **[NAME OF T.C. ORGANISATION]**.
- All costs incurred during the tour will be paid for by **[NAME OF T.C. ORGANISATION]** using the money from VSO
- [NAME OF T.C. ORGANISATION]** will keep receipts for all payments made in relation to the study tour and provide VSO with copies of these receipts.
- At the end of the tour, the balance of payments will be settled between **[NAME OF T.C. ORGANISATION]** and VSO.
- A provisional total budget for the costs incurred by participants during the tour of £[TOTAL AMOUNT] has been agreed in line with the following budget outline.

For participants from **[COUNTRY]**. Exchange rate used: **[NUMBER][HOST CURRENCY]** to £1

Item	Number of Participants	Number of nights/days	Unit cost	Totals (£)
On arrival allowance £30/£60 per person (standard VSO payment for incidental costs participants incur during the tour) [Adjust depending on whether within region or not]	X		£30/60	£
Accommodation	X	X	£20	£
Arrival and Departure workshop room hire			£200	£200
In-country transport costs for tour duration (Eg minibus)		X	£50	£
In-country Flights (where relevant)	X			£
Meals (breakfast, lunch and dinner)	X	X	£10	£
Translation (where relevant)		X		£
Tour coordinator's coordination costs			£500	£500
Contingency (10% of total)				£
Total				£

3. Cancellation

In the event of postponement or cancellation by VSO, for example if the tour participants are not granted visas, VSO will cover any outlay made by **[NAME OF T.C. ORGANISATION]** in terms of staff time and cost incurred in developing the tour, and **[NAME OF T.C. ORGANISATION]** will reimburse VSO all remaining funds.

4. Signed by:

[BUDGET HOLDER], VSO

Representative of **[NAME OF T.C. ORGANISATION]**

Contract Appendix:

VSO is an international development charity that works through professional volunteers who live and work at the heart of communities in 34 countries around the world in order to share skills, build capabilities and promote international understanding and action, in pursuit of a more equitable world. VSO works in partnership with local partners to develop programs of Exchanges and study tours that link together VSO's international partners.

This contract confirms the key points agreed between VSO and [NAME OF T.C. ORGANISATION] in relation to the services required for the coordination of a study tour to take place in name of host country during dates of tour.

Details of the Coordinator Roles and Responsibilities:

The proposed tour will take place at the end of [PROPOSED DATES]

The number of participants taking part is [NUMBER OF PARTICIPANTS]

The key focus of the study tour is [ADD FOCUS OF TOUR].

As coordinator of the tour, your roles and responsibilities include:

- Identifying appropriate host organisations to visit and arrange appointments
- Act as the key point of contact for these organisations
- Brief host organisations to develop participatory sessions
- Collect information materials from host organisations in advance to allow time for translation (where relevant)
- Provide interpretation from local languages into English (where relevant)
- Organise a final learning workshop on the basis of input from VSO. This involves providing materials and accommodation for workshops and facilitating sessions
- Accompany the tour participants during all activities and be available 24 hours as an emergency contact during the period of the tour.
- Ensure the smooth running of the tour, including organising internal transport, accommodation and food for the delegation during the tour.

Details of the role:

Following previous study tours a set of guidance notes outlining good practice has been developed to help guide you in your role. Please refer to the Tour Coordinator Guidance notes for details of the requirements placed upon you and your organisation.

VSO's roles and responsibilities:

VSO (LINKS, sending Programme Office) will arrange for the following:

- Theme of the study tour
- Selection and briefing of study tour participants
- Transport to and from name of host country for participants
- Providing the coordinator with a list of participants, their organisations and their objectives for taking part in the tour
- Guidance and support for the coordinator before and during the tour
- Funding for the tour
- Insurance for the participants
- Evaluation and tour reports and capture learning
- Collection of evaluation forms from the participants
- Facilitate end of day reflections

VSO Host Programme Office

- Emergency contact during tour

Medical Briefing

FOR VSO's PARTNERS TRAVELLING INTERNATIONALLY TO ATTEND A VSO EVENT

(Adapt document to include name of event and location it's occurring in, this could be a study tour/ workshop/ conference/ exchange programme etc)

Purpose Statement

VSO is keen to ensure that partners travelling internationally to attend a VSO event or activity are fit to undertake such travel, and have been briefed on the support VSO can offer participants. It is important that all staff of partner organizations take responsibility for their personal medical requirements, adequately prepare for the country they are visiting, and consider any health and insurance needs that may arise in that new environment.

Medical Insurance Cover

VSO seeks to be a responsible employer, and as such protects its own staff and volunteers against a range of risks, partly through appropriate insurance cover. In line with this, VSO medically insures its staff and volunteers when they are asked to travel internationally on VSO work, for instance to attend a conference, or to participate in a study tour or exchange programme. As far as possible, we would encourage all our partner organisations likewise to take the same responsibility for their staff, including when they travel internationally to participate in activities organised by VSO.

VSO recognises that there may be practical reasons why some partner organisations cannot take out travel and medical insurance for one-off international visits by their staff. However, it is important that all participants in VSO activities are provided for in case of needing medical assistance while travelling, and VSO itself therefore holds some insurance to cover participants taking part in international VSO events. If you do require this cover, please ensure that you discuss this with the VSO programme office at the earliest opportunity.

Fitness to travel

If you have a pre-existing medical condition, it is important to discuss with your doctor whether you are fit enough to undertake travel and the event. For some chronic conditions e.g. diabetes, high blood pressure, heart disease, asthma or other lung conditions, it is important that these conditions are stable, that you are confident in how to manage them and that you carry enough medication to manage any worsening of symptoms while away or on the journey.

If your doctor thinks it is unsafe for you to travel with VSO because of a pre-existing medical condition or because you are pregnant, then you would be advised to decline the offer of the event. VSO does not wish to put your health at any undue risk. Please also bear in mind that some of the countries where events take place may have a poorer standard of medical provision than *[add name of home country]*.

Prevention of illness

Immunisations

Depending on the country that you will be visiting you may be recommended to have certain immunisations to prevent contracting infectious diseases. Some immunisations such as **Yellow Fever** are necessary for entry purposes to some countries. Please check well in advance of

your trip if this is required, or that you have an up to date yellow fever immunisation certificate (valid for 10 years).

If you get ill

Your first source of medical advice and care should be a local doctor, clinic or hospital, ideally recommended by VSO staff. Local VSO staff will have good knowledge of the local medical facilities available and be able to assist you so please seek their advice.

Tips for staying healthy on your trip

Malaria

- If you are travelling to a malarial country take every precaution to avoid being bitten by mosquitoes. Use insect repellents and sleep under a net if necessary. You may also be recommended to take anti-malarial tablets. Please discuss this with your doctor, or a travel clinic before you go.

Diarrhoea

- A change in diet can cause an alteration in bowel frequency.
- Take care with the food and water you consume, always eat thoroughly and freshly cooked food. Drink clean water that has been either boiled or filtered, or is from sealed water bottles.
- If diarrhoea strikes, drink plenty of fluids to stop dehydration, rest and try to eat a little. You should get better within 48 hours.
- If diarrhoea persists for more than 48hrs, or if you have blood in the stool or a fever, see a doctor, as you may need antibiotic treatment.

Rabies

- Avoid contact with animals such as dogs, cats or monkeys that may be carrying rabies.
- Seek immediate medical help if you are bitten.

Accidents

- Always wear a seatbelt when travelling in vehicles, avoid driving after consuming alcohol, and take care when crossing roads. Road traffic accidents are the commonest cause of death and injury in many countries.

Avian Influenza Important Information: Updated October 2007

What is it?

Avian influenza is an infectious disease of birds and, less commonly, pigs. It is caused by a virus (H5N1) and humans can become infected through contact with live infected birds. Humans are usually infected through close contact with live infected birds and it is possible that the continuing presence of this virus in poultry may create opportunities for avian and human strains of influenza to mix and emerge as a new deadly influenza strain with the capacity to spread easily among humans. The human cases of avian influenza that have occurred have had a high fatality rate and the emergence of such a strain could therefore have serious consequences for human health worldwide.

Where are the risk areas?

Having first been detected in South East Asia the virus is now considered to be endemic among bird populations in many parts of Asia and Europe. Outbreaks in birds and humans have also been reported from some African countries, (Nigeria, Burkina Faso and Niger)
Close contact with diseased household flocks poses the greatest risk to human health.

Human cases of avian influenza have been reported from Vietnam, Cambodia, Thailand, China, Indonesia, Iraq, Turkey, Egypt, Djibouti, Azerbaijan, Nigeria and Laos with the majority of cases over the last couple of years being reported from Egypt and Indonesia. The rapid spread among the bird population including migratory birds has indicated that the human risk is not confined to just these countries and the fear is that the human disease could easily spread worldwide.

Prevention

To reduce the risk of infection:

- Avoid contact with poultry or any wild birds and the settings where they are present. These include, live poultry markets and poultry farms.
- Avoid contact with sick or dead poultry.
- Avoid contact with surfaces contaminated with bird or animal faeces.
- Be careful about hygiene – wash your hands frequently, particularly before eating and preparing food.
- Do not eat uncooked or undercooked poultry or poultry products (including blood).
- Eggs and poultry **must** be thoroughly cooked.
- Avoid involvement in the slaughter, de-feathering and preparation of poultry.
- If you become unwell with a fever, cough or have difficulty with breathing seek medical advice promptly.

If you come into contact with poultry:

- Always wash hands with soap and water after handling birds
- Wear a mask over the nose and mouth when handling chickens.
- Be careful not to rub eyes, nose or mouth after touching birds.
- Not touch or handle sick birds or those that have died unexpectedly
- Not use poultry droppings as fertilizer

Vaccination

- There is **no** vaccine against avian influenza
- There is a vaccine against human influenza. The specific vaccine varies from year to year and is dependent on the circulating Southern and Northern hemisphere strains
- The human influenza vaccine **will not** protect you against avian influenza but:
 - it is routinely recommended for >65 yrs or those with any chronic medical conditions more likely to have complications from human influenza (e.g. asthma, diabetes, respiratory, kidney or heart conditions)
 - it could be considered not only as personal protection against human influenza but also as a public health measure in order to reduce the circulating pool of human influenza thus lessening the opportunity for mixing of the human and avian strains.
 - it could be considered by volunteers living in SARS risk areas who may also choose to be vaccinated to lessen the risk of flu symptoms being mistaken as SARS.
 - Due to high demand for this vaccine it has been in short supply and difficult to obtain in some countries. Current UK medical advice states it is not necessary for travellers to avian flu affected regions to have this unless they fit into the first category above.

Treatment

Oseltamivir (Tamiflu)

This antiviral drug can reduce the severity and duration of illness in seasonal influenza if used early in the course of the illness. Clinical data about its effect in human infection of H5N1 is limited although it may improve prospects of survival if administered early. The manufacturing process of oseltamivir is time-consuming and complex and stocks are in short supply with many countries now trying to stockpile for a possible pandemic.

All Programme Offices should now have received small stocks of oseltamivir. These should be administered on the advice of a doctor in confirmed or suspected cases of Avian flu.

If you become unwell with a fever

And flu like symptoms such as cough, aching, sore throat, shortness of breath

AND

Have any history of contact with poultry or a known or suspected human case of influenza A (H5N1) within 10 days of symptom onset:

Report such symptoms immediately to the tour coordinator and PO for further information and support. Consider starting Tamiflu only on medical advice, rest, treat fever with paracetamol, limit contact with others and maintain good hygiene to reduce spread of infection.

If there is **no** history of any high-risk contact then it is highly unlikely that avian flu is the cause, so consider other important infections such as malaria or dengue and seek medical advice.

On arrival home from a study tour

If you have a history of contact with avian influenza in the last 10 days and develop the above symptoms seek medical advice. **Before** you visit a health care setting explain that you may have been exposed to avian influenza and describe your symptoms to the health care provider (and remember malaria and dengue).

Reference Information Sites:

www.who.int

www.cdc.gov

www.hpa.org.uk

www.fco.gov.uk

VSO Medical Unit (October 2007)

Participant form 3: Commitment form



Sharing skills
Changing lives

Name: _____

Responsibilities of LINKS participants

Participating in the LINKS programme is a unique opportunity that, in turn, creates a number of responsibilities for you. To maximise learning and for you to demonstrate your commitment to the programme, we ask you to read and sign the following statement before you leave your home country.

Having been selected as a LINKS participant I confirm that:

Before the programme I will:

- Fill out a Learning Objectives Form
- Attend a pre-departure workshop
- Conduct medical self assessment
- Give details of emergency contacts to the VSO programme office
- Read the security briefing information provided by VSO
- Ensure that I am available for the complete term of the programme, from pre-departure workshop until the post-tour sharing and action planning
- Bring photos, leaflets or other documents about my own organisation's work where possible.

During the programme I will:

- Treat everyone equally and with respect, regardless of any difference
- Acknowledge and abide by the authority of the tour coordinator, and when applicable, accompanying VSO member(s) of staff
- Participate actively in all aspects of the programme including the daily reflection meetings
- Demonstrate a positive and open attitude to learning and doing things differently
- Share my own practice and experiences with hosts and other participants and provide hosts with feedback on their work
- Respect confidentiality
- Not take part in activities incompatible with the objectives of the programme
- Abide by and respect the laws of the host country

After the programme I will:

- Return to my home country and organisation
- Share learning widely with my own and other organisations
- Produce a report or an album with reflections on my own learning and plans for implementing change to share with colleagues
- Get approval from the VSO programme office before submitting any articles for publication following the tour that refer to people, practices or organisations involved in the study tour

I have read the above and fully accept the responsibilities associated with being a LINKS participant including any security risks highlighted in the briefing paper.

Signed by the LINKS participant.....Date:.....

Participant form 4: Insurance form



Voluntary Services Overseas declaration and consent

to be read and signed by long term volunteers/international employees/VSO travellers

Access to medical reports act 1988

It may be necessary to obtain medical information from your medical practitioner or specialist about this claim. If we need to do this, this Act gives you specific rights and they are set out below. If you wish:

- 1 You can refuse to give your consent – but if you do we may be unable to process your claim.
- 2 If you give your consent, we will be able to contact your doctor/specialist directly for information. If you wish to see the information before it is sent to us, delete the word 'Not' in the declaration and we will inform the doctor accordingly.
In this case the doctor will not send it to us until:
 - i you have seen the information and approved it; or
 - ii 21 days have passed since we requested the information and the doctor has not heard from you.
- 3 Having seen the information, you can again refuse your consent – again this may affect our ability to process your claim.
- 4 You may request the doctor to change the information if you disagree with it. If he refuses, you can require him to attach a statement of your views to the information.
- 5 You may also ask the doctor to let you see all information supplied to us within the last six months.

Patient's declaration and consent

I hereby consent to and authorise the medical practitioner, VSO medical staff and insurance administrator, specialist and/or hospital involved in my care to review medical or treatment details and discharge arrangements with AXA PPP healthcare limited and to provide access to/copies of such medical records as may be requested.

I have read the statement notifying me of my rights under the Access to Medical Reports Act 1988 and consent to AXA PPP healthcare limited seeking medical information, if needed, from my medical practitioner and specialist(s), so that AXA PPP healthcare limited can deal with my claim for benefit.

I do (NOT)* wish to see the medical information before it is sent to AXA PPP healthcare limited.

**Delete the word NOT if you wish to see the information.*

I give permission for the contents of my medical examination form to be forwarded to AXA PPP healthcare if this is necessary for my insurance cover and for AXA PPP healthcare to process this information in connection with the establishment and administration of my membership of any medical insurance scheme, which I understand may involve processing outside the European Economic Area.

I understand that AXA PPP healthcare may use or disclose the information where there is a legal requirement for them to do so or in circumstances where it would help them to prevent fraud or improper claims.

To be completed by those travelling for three months or less

Date of birth _____

Print Name

Signed

Date

To be signed by the person concerned (or parent/guardian if under 16)

Financial Briefing for LINKS Study Tour Participants

During the tour all your accommodation, travel and most meal costs will be covered by VSO. However, you will also receive an on-arrival allowance that you will manage yourself.

In some cases you will be provided with a daily food allowance so that you can buy your own meals in the evening or at lunchtime. You do not need to provide receipts for any allowances you receive, but you are required to sign for the allowances when they are distributed.

Allowances are provided by VSO at the following rates:

Allowance	Details	Amount
On-arrival allowance	An allowance to cover out of pocket expenses such as calling home or buying soft drinks for the duration of the tour	<ul style="list-style-type: none">➤ £60 per participant from a different continent➤ £30 per participant from the same continent
Daily food allowance	Where meals are not provided, a daily allowance is given to cover the buying of food	<ul style="list-style-type: none">➤ £10[*] per day if no food is provided➤ £5[*] per day if lunch is provided during visits

** These figures may vary depending on food costs in the host country.*

Pre-departure workshop guidelines

Using the activities below, or using any others you have identified, put together a timetable of sessions that cover the key themes of the pre-departure workshop. Try to use a mix of different methodologies to keep it interesting for participants. Don't forget to schedule in time for breaks and lunch as well as energisers to keep the group lively.

Time allowed: 1 day

(This is a guideline only and you may need to be flexible in the amount of time spent. However, make sure the main issues are covered.)

Documents for participants:

- Timetable of study tour** (provided by tour coordinator)
- Host organisation briefing sheet** (provided by tour coordinator)
- Host country briefing pack** (provided by tour coordinator)
- Security briefing** (accessed from volzone)
- Medical briefing sheet** (in sending PO resource pack)
- Financial briefing sheet** (in sending PO resource pack)
- Participant form 3: Commitment form** (in sending PO resource pack)
- Participant form 4: Insurance Form** (in sending PO resource pack)

Participants should receive the security and medical briefing early enough so that they have the opportunity to opt out of the tour on these grounds. You may need to send these in advance, and collect the forms during the workshop.

Key Workshop Objectives:

1. Give participants a chance to get to know each other
2. Consolidate participants' learning objectives and ensure that the programme will meet these
3. Inform participants about all aspects of the study tour
4. Prepare participants for travelling to a new country
5. Clarify participants' roles and responsibilities before, during and after the study tour

Pre-departure Workshop Outline:

Theme	Aims	Possible Activities/Methodology	Timing	Resources
Welcome and Overview	<ul style="list-style-type: none"> To introduce participants to the workshop 	<p>Overview Talk through the two pre-prepared flipcharts of objectives and timetable of the day (see list of objectives above).</p>	10 mins	<ul style="list-style-type: none"> Flipcharts with objectives and timetable
Getting to know each other	<ul style="list-style-type: none"> For participants to get to know the other members of the group a bit better 	<p>Interviews In pairs each person interviews another for five minutes, then swap, and then in the whole group each person introduces the person they interviewed to everyone else.</p>	20 mins	<ul style="list-style-type: none"> post it notes
Overview of the study tour	<ul style="list-style-type: none"> To share key information with participants about the study tour For participants to have the chance to ask questions and gain clarity about the tour 	<p>Checking Objectives Ask participants to note down up to 5 key objectives on separate post-it notes. Ask them to stick their objectives onto a flipchart of the study tour timetable where they think they will be met. Ask them to stick any post-its that are not met on a separate sheet. Once the post-its are up, ask participants for suggestions about how to meet the objectives that have not been met by the study tour programme.</p> <p>Provide a space at the end for questions and clarifications</p>	45 mins	<ul style="list-style-type: none"> flipchart of the study tour timetable post-it notes pens
Preparing the participants to travel <u>OPTIONAL</u> if participants have been given country briefing pack	<ul style="list-style-type: none"> participants are prepared for travelling to a new country participants understand cultural, climate, economic, and language differences 	<p>Participants Sharing Ask participants to brainstorm the key areas that they think they might find different in the host country. Workshop facilitator can flip chart suggestions. Ask participants to share suggestions on how to deal with the issues raised – where possible drawing on their own experiences of travelling</p>	30 mins	<ul style="list-style-type: none"> flipchart paper pens

Theme	Aims	Possible Activities/Methodology	Timing	Resources
Overview of Logistics	<ul style="list-style-type: none"> to inform participants about any logistics related to the tour 	<p>Facilitator Briefing The briefing on logistics and space for questions should cover the following areas:</p> <ul style="list-style-type: none"> travel - details and time finances – refer to the participant finance briefing sheet emergency Explain that in case of an emergency VSO staff in the host country and home country will liase to make any necessary arrangements insurance – ask participants to get cover from their own organisations where possible. Ask participants to sign the insurance form medical – check that participants have self-cleared themselves for involvement in the tour. Explain that the tour coordinator will support participants to access medical care if required 	45 mins	<ul style="list-style-type: none"> pre-supplied participant finance briefing sheet pre-supplied medical information sheet pre-supplied PF 4: insurance form details of travel arrangements
Roles and Responsibilities	<ul style="list-style-type: none"> participants to understand their roles and responsibilities in relation to the study tour 	<p>Group Brainstorm Group to identify the key roles and responsibilities involved in taking part in a study tour. Facilitator to flip chart suggestions. Participants to sign and return participant commitment form.</p>	30 mins	<ul style="list-style-type: none"> flipchart pen pre –supplied PF 3: commitment form

Report Template

It is optional whether you use this template, or write the report in your own style. Try to consider the questions on this form.

Country of Sending Programme Office:

Country of tour:

Topic/Title of tour:

Description of the activity.

What was learned, and by whom?

Were there any unexpected outcomes (i.e. positive outcomes that were not in your original objectives)?

How and when will the learning be implemented/built upon?

Are there any implications for policy, strategy or practice (in-country or elsewhere)?

Has the tour contributed to programme development?

Are there any workshops or reports that have or will come out of the activity?

How will they be sharing their learning with others (and who?) over the next period of time?

Do you have any comments on the potential of this kind of activity or whether LINKS was the right tool to use?