

Stichting UcDean

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Volg ons via Twitter (dean_uc) en Facebook (ucdean)



Stichting UcDean EVS Quality Charter

Foundation UcDean is committed to high quality, sustainable partnerships in the frame of Erasmus+.

Foundation UcDean maintains the highest standards as EVS partner organization and is fully committed to preparation of the volunteer prior to her departure and ongoing guidance, mentoring and support during the EVS service.

Activities of Foundation UcDean include, but are not limited to:

- Enrolling the volunteer in a pre-departure training of the Dutch National Agency
- Providing a complementary preparatory training for the volunteer and his/her parents or legal caretakers, organized by Foundation UcDean.
- Pre-departure language support
- Enrolling the volunteer in the Erasmus+ insurance programme (CIGNA Health Benefits)
- Regular skype-meetings and consults with the volunteer during the EVS service
- Mentoring and guidance
- Mediation and crisis resolution, if required
- Evaluation of the EVS service after the project ended

Foundation UcDean assigns one contact person to each EVS project in which it participates. This contact person will maintain ongoing contact with the hosting organization and the volunteer. The contact person can be reached by telephone and e-mail. The name and contact details of the contact person for each project will be shared directly with the involved partners.

In case of emergencies, please contact our EVS Support Desk, which can be reached Mondays-Sundays between 09.00h and 00.00h.

E-mail: evs@ucdean.nl

Telephone: + 31 6 15 27 71 10

Founded	Gemeente Utrecht	Telephone	06-12113571 / 06-15277110
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KvK	55995926	Tax number	851936842B01



As sending and coordinating organization, Stichting UcDean is responsible for:

- 1) Recruiting and preparing the volunteer(s)
- 2) Inform the hosting organization about travel plans of the volunteer(s) to the hosting country;
- 3) In case a volunteer withdraws, seeking a replacement candidate. If no replacement candidate can be found, the project may be cancelled and all paid project costs should be refunded.
- 4) Enrolling the volunteer(s) in the EVS insurance scheme and to inform the volunteer(s) about the use of this insurance;
- 5) Booking travel tickets to the destination country
- 6) Assisting the volunteer(s) in obtaining a visa or work permit, if applicable, and obtaining additional documents related to visa applications for his/her stay in the hosting country if necessary;
- 7) Informing the volunteer(s) about the pre-departure training activities organized by the host country NA.
- 8) Informing the volunteer(s) about her/his/their responsibilities and rights during the EVS project according to the EVS guidelines and EVS charter;
- 9) Mediating between the volunteer and the hosting organization if required for a successful continuation and completion of the project.
- 10) Communicating with the volunteer(s) during the EVS service, by e-mail and skype.
- 11) Settling any financial issues between the partners, including financial issues evolving from preliminary termination of the EVS project. The sending organization reserves the right to request a refund of all paid transport and project costs, where these costs cannot be recovered. The sending/coordinating organization reserves the right to accept a volunteer's withdrawal only after all financial consequences of the withdrawal have been settled with the volunteer and other parties involved;
- 12) Informing the volunteer about the Youthpass certificate.
- 13) Maintaining regular contact with the hosting organization about the development of the project;
- 14) Supporting the hosting organization in solving crises that might occur in the implementation of the project;
- 15) In case of emergencies, contacting the person indicated as the emergency contact person by the volunteer and inform about the situation;
- 16) Evaluating the project with the volunteer and hosting organization;
- 17) Taking financial responsibility for the project towards the volunteer, hosting organization and National Agency in The Netherlands.