

# International Cultural Youth Exchange

## ICYE-Colombia

### 35 Años

**ICYE** es una organización internacional que promueve el intercambio cultural de Jóvenes en todo el mundo desde hace 64 años. Funciona en Colombia hace más de tres décadas y tiene su sede principal en Berlín-Alemania.

**ICYE** ofrece dos Programas a través de los que los jóvenes tienen la posibilidad de vivir en otro país durante un año, conocer otras culturas, aprender el idioma, viajar, hacer amigos de todo el mundo y avanzar en su proyecto de vida, pero, principalmente, hacer un **servicio social voluntario**.

**El primero**, es el **Programa de Intercambio Cultural** que consiste en que los jóvenes colombianos desarrollan su experiencia en un país principalmente de Europa y simultáneamente un joven extranjero vive en su familia en Colombia.

Durante este año del programa, el joven realiza una inmersión cultural permanente y profunda a través de la realización de una labor social con comunidades desfavorecidas en cada nación, tales como:

- Niños jóvenes y ancianos.
- Población con discapacidades físicas y mentales.
- Re-educación de alcoholismo y drogadicción.
- Proyectos ecológicos.
- Tiendas Culturales.
- Tiendas del Tercer Mundo.
- Proyectos de liderazgo juvenil.
- Programas de Libertad Asistida.

Es justamente a través de este servicio social que los jóvenes alcanzan una excelente interacción con las micro-sociedades de cada país, aprenden el idioma alcanzando un nivel avanzado y desarrollan lo más importante en nuestros programas: **El Aprendizaje Intercultural**.

**El segundo**, es el **Programa de Voluntariado** en Reino Unido denominado así por la organización **VOLUNTEERING MATTERS**.

Este programa se desarrolla en **Inglaterra, Escocia y Gales** y **no requiere** que un joven extranjero sea recibido en casa como en el Programa de Intercambio.

En este Programa se requiere un nivel básico de conversación en inglés (B-1), el cual es necesario para poderse comunicar con el funcionario que viene directamente de Reino Unido para hacer una entrevista, conocer al candidato y elaborar su perfil con el que luego ubicará el correspondiente proyecto.

Para el desarrollo de esa entrevista en inglés, **ICYE -Colombia** adelanta una preparación en inglés durante una semana en la que se hace, también un simulacro de dicha entrevista.

Independientemente de cómo se denomine a cada Programa, tanto el Intercambio como el Voluntariado contienen los mismos componentes generales y permiten a sus participantes:

- ✓ Aprender o perfeccionar un idioma.
- ✓ Conocer otras culturas.
- ✓ Viajar por diferentes países.
- ✓ Hacer amigos de todo el mundo.
- ✓ **Hacer un servicio social voluntario.**

### Diferencias técnicas entre los dos Programas:

Programa	Programa de Intercambio Cultural	Programa de Voluntariado
<b>Duración:</b>	Un año.	Un año.
<b>País</b>	43 países en: <ul style="list-style-type: none"> <li>• Europa.</li> <li>• Asia-Pacífico.</li> <li>• África.</li> <li>• América latina.</li> </ul>	<b>Reino Unido:</b> Inglaterra, Escocia o Gales.
<b>Valor para particulares</b>	\$ 15.000.000,00	\$15.500.000.00..... <b>un año</b>
<b>Valor para Universidad Nacional</b>	\$13.500.000,00	\$13.950.000.00..... <b>un año</b>
<b>Salidas</b>	• Agosto de cada año	• Febrero y agosto de cada año
<b>Requisitos</b>	<ul style="list-style-type: none"> <li>• Edad: 18 a 26 años, excepciones posibles.</li> <li>• Hospedar a un joven extranjero.</li> <li>• Pagar el valor del programa.</li> </ul>	<ul style="list-style-type: none"> <li>• Edad: 18 a 35 años.</li> <li>• Tener un nivel básico de conversación en inglés.</li> <li>• Pagar el valor del programa.</li> </ul>
<b>El valor del programa incluye:</b>	<ul style="list-style-type: none"> <li>• Proceso de preparación en Colombia.</li> <li>• Boleto aéreo ida y regreso.</li> <li>• Seguro médico y de vida válidos en todo el mundo.</li> <li>• Hospedaje y alimentación.</li> <li>• Dinero de bolsillo mensual.</li> <li>• Campamentos, encuentros y actividades durante el año.</li> <li>• Curso básico de introducción al idioma.</li> <li>• Gastos de administración Nacional e Internacional.</li> <li>• Reunión de retornos.</li> </ul>	<ul style="list-style-type: none"> <li>• Proceso de preparación en Colombia.</li> <li>• Boleto aéreo ida y regreso.</li> <li>• Seguro médico y de vida válidos en todo el mundo.</li> <li>• Hospedaje y alimentación.</li> <li>• Dinero de bolsillo semanal.</li> <li>* Campamento de Preparación.</li> <li>• Preparación para la entrevista con el representante de <b>VOLUNTEERING MATTERS.</b></li> <li>• Gastos de administración Nacional e Internacional.</li> <li>• Reunión de retornos.</li> </ul>

## OBSERVACIONES

- 1.- Para viajar en febrero-marzo debe inscribirse **desde** junio del año anterior.
- 2.- Para viajar en agosto-septiembre debe inscribirse **desde** agosto del año anterior.
- 3.- El proceso dura abierto tanto tiempo como cupos disponibles haya.

**ICYE-Colombia** intercambia principalmente con los siguientes países: **Alemania, Austria, Dinamarca, Francia, India, Kenia, Reino Unido, Suiza y Taiwán.**

### Cómo iniciar el proceso:

\* Ingresar a nuestra página web: [www.icyecolombia.org](http://www.icyecolombia.org), allí se encuentra la pestaña que dice **Cómo Participar** con los cuatro pasos que usted debe seguir:

**Paso UNO:** Revisar detenidamente la información de este documento.

**Paso DOS:** Solicitar una cita para aclaración de dudas.

**Paso TRES:** Consignar en la cuenta de ahorros del **Banco Davivienda** No. 008900749113 a nombre de **ICYE-Colombia**: la suma de \$50.000.00.

Utilizar el formato de **Convenios Empresariales** y escribir su número de documento en el espacio que dice: **Referencia 1.**

**Paso CUATRO:** Diligenciar la hoja de inscripción de acuerdo con el Programa al que desea aplicar y **ENVIAR.**

Automáticamente su inscripción llega a **ICYE-Colombia** y de manera inmediata recibirá todos los formularios así como las correspondientes instrucciones que deberá enviarnos en la fecha que se le indique.

Una vez recibida la aplicación completa se coordina su primera entrevista que se adelanta en español.

A los candidatos en el Programa de Intercambio se les asigna también una fecha para entrevista con los padres.

**ICYE-Colombia** envía por correo la confirmación de aceptación, asignando el país al candidato.

Si el candidato acepta el cupo-país asignado, el participante lo debe confirmar por correo electrónico y debe cancelar el 40% del valor del programa y se firman los contratos y el **acuerdo de pago.**

### Acuerdo de Pago:

El 60% restante del valor del programa debe estar cancelado **antes de la fecha del viaje.**

El Candidato y su familia escogen las fechas para realizar los correspondientes pagos.

Se permite (por ejemplo) dividir este 60% restante en tres pagos de 20% cada uno.

Descuento por **Convenio de Cooperación Interinstitucional** de La **Universidad Nacional de Colombia para estudiantes, egresados, docentes y administrativos** en todo el país cumpliendo con los requisitos exigidos.

Un semestre antes de viajar se desarrolla el proceso de preparación en el cual toman parte:

- Participantes que acaban de regresar al país: Returnees.
- Exparticipantes colombianos de años anteriores.
- Participantes extranjeros en Colombia: Incomings

Es a través de los grupos anteriores que los candidatos adquieren una mayor y mejor información de primera mano sobre la experiencia de cada uno.

## **VISAS**

Para la solicitud de la visa, cada participante realiza la gestión de manera personal y **ICYE-Colombia** le hace el acompañamiento y preparación en el proceso.

**ICYE-Colombia** revisa todos los documentos a cada uno de los participantes antes de ser presentados a la embajada correspondiente.

### **Para El Programa de Intercambio,**

#### **ICYE-Colombia le entrega:**

- \* Carta de selección y aceptación.
- \* Certificación de pago del Programa.
- \* Printer con fechas de viaje.
- \* Certificación del Seguro Internacional médico y de vida.
- \* Constancias de la Oficina Internacional en Berlín.

#### **El Comité Hospedero le hace llegar:**

- \* Carta de Invitación y descripción de la Situación Hospedera.
- \* Descripción del proyecto.

### **Para el programa de Voluntariado,**

#### **ICYE-Colombia le entrega:**

- \* Carta de selección y aceptación.
- \* Certificación de pago del Programa: *Sólo para Reino Unido.*
- \* Printer con fechas de viaje.
- \* Certificación del Seguro Internacional médico y de vida.

#### **Su entrevistador de Reino Unido le hace llegar:**

- \* Carta de Invitación con el **Sponsorship number.**
- \* Carta para la Policía en Reino Unido

#### **OBSERVACIONES:**

- El valor del Programa no incluye el costo de la visa.
- El participante aportará el resto de los documentos ya sea en Intercambio o en Voluntariado.

- La solicitud de visa es una de las últimas etapas del proceso.
- Cada participante debe hacer la consulta de requisitos ante la embajada que corresponda.
- Cada participante del Programa de Intercambio recibe la instrucción sobre el proceso de visado en el **National Profile** correspondiente que se entrega durante el proceso de preparación.
  
- En el **Programa de Intercambio**, El Comité Hospedero es quien asigna el proyecto para la realización del servicio social así como la situación hospedera, por ello es necesario realizar una aplicación muy congruente a través de los diferentes documentos que componen dicha aplicación.
  
- En el **Programa de Voluntariado**, el entrevistador que viene de Reino Unido es quien asigna proyecto y situación hospedera con base en la información obtenida en la entrevista en inglés, por ello es absolutamente importante tener mucha claridad en el Programa para transmitir los deseables en esa entrevista.

Para quienes viajan en febrero-marzo, la entrevista en inglés tiene lugar en el mes de noviembre.

Para quienes viajan en agosto-septiembre esta entrevista tiene lugar en el mes de mayo.



# **VOLUNTEERING** **MATTERS**

## **Information for Full Time Volunteers**

Welcome to Volunteering Matters.

Volunteering Matters invites all young people to experience the challenge, excitement and reward of helping others. We create opportunities for people to play an active part in the life of the community.

In the following pages, we explain what happens now that you have applied to us. We hope it answers most of the questions you have and gives you a flavour of what Volunteering Matters volunteers do.

### **What is important about being a Volunteering Matters volunteer?**

As a Volunteering Matters volunteer, you will take on a serious role that is valued by the community. You can use your skills and develop new ones, test yourself out in a new situation, help to get things changed, or start up new activities at your project. Your ideas and suggestions are as valuable to a project as your time and help.

You can be many things to the people you help - you are a new person coming in with different ideas, a fresh perspective and an extra pair of hands. Just by being there you will be able to make a difference to their lives.

Most of all, you have chosen to become a Volunteering Matters volunteer because you feel you have something to offer, and equally something to gain.

### **What happens now that you have applied to Volunteering Matters?**

The next stage will be your interview when we hope to get to know you and answer your questions about Volunteering Matters.

At the interview, we will tell you more about the kinds of projects where our volunteers are based. Remember, we will place you as a volunteer where your help is most needed and in a setting that best suits your skills and interests. It is very important that you are honest with us at interview and that you keep an open mind about where you might volunteer. The more we know about you and the more flexible you are prepared to be, the easier it will be to find you a suitable placement. Tell us when you are able to start and we will tell you how long this process is likely to take at your interview.

### **The projects**

Volunteering Matters volunteers help people of all ages in all kinds of settings. Volunteers take on serious responsibilities and care for people from all sectors of the community.

Below are just a few typical examples of the types of placement you might be asked to take as a volunteer with us:

## **Supporting people with disabilities to live independently**

Many Volunteering Matters volunteers assist individuals or families who have personal difficulties or disabilities. With a mix of practical help, companionship and support from volunteers, people are able to have control over their lives and to live independently in their own homes.

If you are asked to help at one of these projects, you might help with domestic tasks such as shopping, cooking, driving and personal care i.e. helping with washing, dressing and toileting. You might also accompany people to work or college and go out to cinemas, pubs and restaurants. Some of our volunteers enable students with disabilities to attend the college or university of their choice and to study full time.

## **Enabling carers to have a break**

You may be helping to provide respite for full time carers. This would mean dividing your time between a number of people who have a variety of support needs.

For example, you might support people who care full time for elderly or disabled relatives at home, by getting to know and then looking after these relatives occasionally and giving their carers a much needed break. Or you might give assistance to older people who are leaving hospital, but who cannot return home without some support and practical help with day-to-day tasks.

You might visit them at home daily, or as often as required, give whatever help is needed, offer companionship and provide a link between the patient and doctor.

## **Helping people in a home or day centre**

You might be asked to help a group of people in a small residential home or day centre.

This might be in a group home. These are often ordinary houses in ordinary streets where people with particular needs live together. They may have learning disabilities, be leaving care, or have mental health issues. Some may have lived in institutions for years but are now able to live independently with the help of professional staff and volunteers.

At a group home you would be helping the residents lead their own lives as freely and fully as possible. You might help with shopping, meal-planning, social and leisure activities, contribute to the residents' training programmes, be a friend and generally keep an eye on things.

People at day centres may be older people, or perhaps people that have learning disabilities or mental health issues. Volunteering Matters volunteers at day centres help the people there to get the most out of the activities.



## **Assisting in a hostel or night shelter**

Other small group settings include hostels, perhaps for homeless people or for young people on probation, as well as refuges for women who have experienced domestic violence, and their children. Hostels are often temporary, not permanent homes. At a hostel you might be assisting with its day-to-day running, but also helping the residents make plans and move on to the next stage of their lives. This might mean providing help and encouragement while they sort out benefit claims, look for permanent housing or apply for jobs and training schemes.

## **Helping in schools**

In large group settings such as schools, you will come into contact with many people and may find yourself helping large groups or with a number of small groups or individuals. At a school for children with disabilities you may be needed to assist with a whole class, or you may be asked to give your attention to a small number of pupils who particularly need your help.

It is important to realise that no one project is better or worse than another: remember, we will offer you the placement where you are most needed at the time and where we think that you will have something to give and to gain. Wherever you go, you are likely to be an important part of a team. Professional people such as social workers, medical personnel or care staff, and often family members of the people you help, will all be involved. Many projects have two or more Volunteering Matters volunteers on placement at the same time. Even if you are the only volunteer on the project, we will put you in touch with other Volunteering Matters volunteers in the area. Above all, you will find yourself getting to know the people you help and joining in with their daily lives. Your own pastimes, interests and enthusiasms can often be shared with them too.

## **Length of your placement**

Our placements last for between six months and one year. The length of your placement will depend on the needs of the project where you are placed and the length of time you have to offer. You can discuss this with your Volunteer Manager at interview.

## **Accommodation**

Where you will live will depend on the particular project where you are placed. You may find yourself living in a room in someone's house; in a room at the project if it is a residential setting; in a flat shared with other Volunteering Matters volunteers; or perhaps, if you supporting students, in a university halls of residence. In all cases, your project will provide the accommodation.

## **Food**

As with accommodation, arrangements for food vary. You will either receive all meals free at your project, or you will get money to buy food and will cater for yourself, or even

a combination of the two. If you receive money to buy food this would be provided by the project.

### **Day to day expenses**

All our Full Time Volunteers receive some money to cover day to day expenses such as toiletries which will usually be paid to you by your project. You will be told what the current rates are at interview.

### **Timetable**

You would normally volunteer for up to 40 hours per week, but your daily timetable will depend on the type of project you do. For example, if you are based at a night shelter, you are likely to need to help overnight. At a day centre you may volunteer from 9am until 5pm or you could be on a project that includes helping at weekends or in the evening. Be prepared to be flexible about your timetable, depending on what your project requires.

### **Breaks**

You will have at least one full day off, and preferably two, each week. You are also entitled to one week break after every 4 months volunteering. If you applied in the UK you would be entitled to a return fare home or the equivalent distance. Volunteers from overseas may take the cheapest form of travel to another mainland destination in the UK. All travel costs would need to be approved by the project before purchase and you may only receive partial reimbursement depending on the cost.

### **Travel expenses**

You will be reimbursed for all agreed travel expenses incurred whilst carrying out your duties as a Volunteering Matters volunteer. A standard return train fare or bus fare is provided from your home to the project at the start and end of your placement. Overseas volunteers receive the fare from their UK port of entry to the project and back to a port of disembarkation from the UK.

### **Help and support**

Once you arrive at your project to start your placement, there are different people available for help and advice. They are:

#### Your project supervisor

Every Volunteering Matters volunteer has a named supervisor who is usually a professional member of staff at the project. This person is available for practical advice and support. S/he will have regular sessions with you to discuss any problems, ideas or queries you may have and let you know how you are getting on. These sessions are there to help you and the project get the most out of your time as a volunteer with us.

## Your Volunteer Manager

Every volunteer has a Volunteer Manager. They are Volunteering Matters staff based throughout the UK who keep in contact with volunteers and projects. Once you reach your placement, it is important to make contact with your local Volunteer Manager. This contact can be very useful to discuss and review your placement and to ask for any help that you might want from Volunteering Matters. During your time as a volunteer your Volunteer Manager will keep in touch with you to check how you are getting on and to monitor your placement with you.

## Other volunteers

Your Volunteer Manager can tell you the names and contact details of other Volunteering Matters volunteers who are living and volunteering nearby. It is a good idea to get in touch with them. Like you, they know what it is like to be living away from home as a volunteer. They may well be around your own age and share some of your interests too. In most areas, volunteers and Volunteering Matters staff organise meetings or social events. Ask your Volunteer Manager for more information.

## **Helping with publicity**

Many volunteers first hear about Volunteering Matters by word-of-mouth. You can help us to recruit your replacement now by telling other people about Volunteering Matters, for example at your college, school, employer or any clubs you belong to. If you have friends or family who might like to find out about volunteering with Volunteering Matters then let us know.

We know that the best advertisements for Volunteering Matters are our volunteers. During your placement we may ask for your help in publicising Volunteering Matters. This might involve helping out at a careers fair, being photographed for a leaflet or being interviewed by your local newspaper. You should also let us know of any ideas you may have to promote Volunteering Matters. Helping with publicity can be a chance to meet other volunteers and gain experience which looks good on your CV. In all cases you will be supported and briefed by Volunteering Matters staff.

## **Reviewing your placement**

The first month of your placement is a trial period for both you and the project. It is a chance for you to get to know each other and find out if the placement will work.

After your first month, your placement will be reviewed by your Volunteer Manager. S/he will either visit your project or send review forms to both you and your supervisor.

This review helps us to look at the volunteer activities you are doing. It also gives you and your supervisor the opportunity to discuss ideas, sort out any problems that may have arisen and make any necessary changes.

If there are still difficulties after the first month which we feel cannot be sorted out, which is rare, we can discuss other options with you.

## **Volunteering Matters Standards of Service**

Below we set out our 'customer charter' for Volunteering Matters volunteers. This makes clear what all volunteers can expect from Volunteering Matters and the minimum standards that we aim to achieve in working with you. A complaints procedure sets out what you can do if you feel that this standard of service has not been met.

### **Volunteering Matters agrees to:**

- Place those who are able to volunteer where their help is most needed
- Provide a quick, informed response to your enquiries and application.
- Find a placement for you - providing you can offer 6-12 months and go to where your help is needed most - within a timescale and a start date agreed with you.
- Provide you with a "face-to-face" individual interview (this may be conducted by webcam in some instances)
- Produce a written record of this interview and treat sensitive information with respect.
- Provide you with a copy of your written interview profile.
- Keep you informed of progress between your application and your placement.
- Provide written and accurate information about your project before you start your placement.
- Provide you with a named contact person at your designated project.
- Be available to discuss placement information and any of your queries about Volunteering Matters.
- Provide a named Volunteer Manager as your contact throughout your time as a Volunteering Matters volunteer

### **Complaints**

- If you have something to say about Volunteering Matters or wish to complain about an aspect of our services please contact your Volunteer Manager who is your first point of contact with Volunteering Matters.
- However, if you feel your complaint is more serious or not your Volunteer Manager's concern, you are welcome to contact the Director of Volunteering Operations, Office 2, 2<sup>nd</sup> Floor, 25 Greenside Place, Edinburgh EH1 3AA.

- In all cases Volunteering Matters will acknowledge the complaint in writing, promising a further reply within ten working days.
- The complaint will be reported to the immediate Volunteering Matters manager, who will then make the necessary enquiries.
- When the facts are established, a letter will be written to you setting out our findings as to the facts and our view on how justified the complaint is. If appropriate, the letter will include an apology and an explanation of the action taken to improve the situation, as well as an indication of the steps which will be taken to prevent a repetition.
- If you remain unsatisfied with the way your complaint has been dealt with, you can raise the matter with the manager of the member of Volunteering Matters staff who has been in contact with you. The name and address of this manager will be clearly stated in the letter.

Thank you for applying to become a Volunteering Matters volunteer.

If you change your plans between now and your interview please let us know. You are always welcome to reapply.

We look forward to welcoming you as a Volunteering Matters volunteer.

**Si desea información específica sobre los proyectos en el Programa de Voluntariado, por favor remítase a la siguiente página:**

[www.volunteeringmatters.org.uk](http://www.volunteeringmatters.org.uk)

# **Bienvenidos!!!**