

International Opportunities - Information Request:

We are keen to understand more about your organisation and the opportunities you provide to be able to promote valuable international opportunities to our students. To understand your offer, please complete all the questions below providing as much detail as possible. **Please ensure you submit this form along with copies of your public liability insurance and evidence of your legal status.** These should be translated into English if that is not the original language of the document. Please be aware that your application will not be considered until all the information requested has been provided.

Declaration

On behalf of **Travelteer** I confirm that the information provided is correct, that opportunities we provide take into account all information given in the questions below and that we will provide updates and further information if required.

Organisation Name	Travelteer
Legal Status	Non-profit charity
Organisation Address	28 Gordon Rd West Bridgford, Nottingham NG2 5LN
Web Address	www.travelteer.co.uk
Name	Laurence Tranfield
Job Title	Director
Telephone	0115 874 4399
Mobile	07792 243 672
E-mail	Laurence.tranfield@travelteer.co.uk
Signed	
Date	21/07/2020

1. Scope of the opportunities you offer?

Please tell us in detail about the specific roles in your International opportunity offer.

Give an overview of your organisation. We are keen to know why you are targeting applicants at the University of York. In your answer, please ensure the following is covered:

- Which departments at the university you are interested in recruiting from and why (if relevant).
- The location of your opportunities - please provide a full list.
- How are your opportunities organised and run - please provide details on the structure of your organisation.
- A description of the day to day duties involved as part of the opportunity including:
 - Hours of work (total working hours per week)
 - Salary/Pay details
 - Duration of opportunity/programme
 - Class size
 - Holiday allowance
 - Any extra duties that may be required

Travelteer specialises in providing university students with quality placements at our ethical volunteering programmes in Sri Lanka. Although we are primarily focused on recruiting from the Faculty of Education and the Faculty of Environmental Studies due to their direct relevance with our programmes, the projects are open to anyone who has the correct skillset to make an impact.

We currently offer placements to many universities in the UK including University of Nottingham, Sheffield Hallam, Nottingham Trent and University of Plymouth.

The placements relevant to courses at University of York are as follows:

English Development Programme; Faculty of Education Placements

Sri Lanka has one of the highest literacy rates in South Asia, but often rural communities are underfunded and lack the facilities and equipment needed. Two of Sri Lanka's main sources of income are generated from tourism and remittance (working overseas) meaning that the ability to speak English is an important part of a child's future. Many rural school children can understand and speak basic words in English; however, their comprehension and conversation skills are undeveloped. With the help of skilled volunteers, the Travelteer English Development Programme aims to provide these children with a higher level of English.

Our English Development Programme complements the English syllabus used in the Sri Lankan school curriculum. Travelteer has been **approved by the Sri Lankan Government** to work within several schools in the South West Province of the country.

Volunteers are given the opportunity to work with children from as young as 3 years old (at Pre-school) to as old as 17 years.

Government Schools

Travelteer works with 6 primary schools and 2 secondary schools in the Hikkaduwa area. Working in teams of 2 or more, volunteers will help assist local teachers and trainee teachers in the planning and delivery of additional English lessons at local government schools. Unfortunately, a lot of schools are heavily understaffed, often leaving children without a teacher for their class. Travelteer has been given their own classrooms where students will join us in their free periods for additional classes.

The educational system in Sri Lanka is traditionally textbook orientated and our project aims to make lessons more interactive through conversation and the provision of new classroom equipment via volunteer fundraising.

Pre-Schools

Volunteers will be working alongside local teachers to deliver basic and interactive English lessons - this gives the children a fantastic head-start for the next step of their education and is a great way to observe child development in a Sri Lankan early learning environment.

Fundraising has already had a huge impact on schools in the region, with new playground facilities as well as classroom equipment being provided to various communities.

After-School Clubs

Working together in groups, this is an opportunity for volunteers to lead their own sessions and gain experience managing a class.

The first hour of the project consists of English lessons aligned with the Sri Lankan syllabus and the second hour gives volunteers the freedom to teach any topic that they wish. We promote the delivery of creative learning sessions through art, drama and more! This project is all about providing the local kids with easily accessible activities after the school day has finished.

Role of the volunteer:

- **Planning-** Volunteers will have their own input in Travelteer's English Development Programme by preparing and implementing their own teaching plans with the help of a Programme Manager.
- **Teaching-** Working in groups of 2+ putting their teaching plans into action! Helping support the students and achieve their full potential.
- **Assisting-** Working alongside Sri Lankan teachers and assisting in the classroom.
- **Reporting-** Reporting all progress and results into the programmes database. This allows us to identify pupils' strengths and weaknesses, so we can focus on key areas of teaching. This ensures continuity of monitoring the pupils' progress which is important when exchanging roles from one volunteer to another.

More details about our English Development Programme can be found here:

<https://travelteer.co.uk/programmes/english-development>

Sports Development Programme: Sports Placements

Travelteer implements the Sport Development Programme at the grassroots level - our aim being to unlock the potential of disadvantaged children through providing skilled volunteer coaches and funding for equipment and facilities. The programme has been formulated using a pilot programme that has been successfully implemented in several schools around the Trincomalee area. Travelteer aims to build and strengthen this programme by bringing UK University undergraduates across to Sri Lanka - volunteers that can readily communicate their passion for sport to children in the local community.

Government Schools

We currently operate in 12 schools and pre-schools in the Galle District, assisting in the coaching of PE lessons for children aged 6 to 17 years old. Cricket is an extremely popular sport in the schools, but they are equally excited about football, netball, volleyball, badminton and any new sports volunteers can show them.

This project is all about working as a team and our programme coordinators will be on-hand to help guide the sessions.

After-school Programme

Our After-school project is all about providing the local kids with easily accessible activities after the school day has finished. The children's enthusiasm is fantastic - smiles all round!

Working in groups of 2 or more, our volunteers will put their fun and interactive lesson plans into action. This project gives volunteers the opportunity to share their knowledge and love of sport with Sri Lankan students - the project runs from Monday to Friday at 2pm onwards and usually lasts for approximately 2 hours.

Local Sports Teams

Outside of our School sessions we also work with various sports teams, aiming to strengthen sports development throughout the local communities. We work with local cricket, football, and athletic club. We have also recently started a girl's football team.

Role of the volunteer:

- Planning – Volunteers will have their own input into the Travelteer's Sports Development Programme by planning and implementing their own coaching plans and activities.
- Coaching – Working in groups of 2+ to put your plans into action! Helping coach the students to achieve their full potential.
- Observe – Monitoring the performance of the students and recording their progress.
- Building – Helping build sports pitches and facilities at local schools and community projects.

More details about our Sports Development Programme can be found here:

<https://travelteer.co.uk/programmes/sports-development>

Marine & Wildlife Conservation Programme; Faculty of Environmental Studies Placements

Marine & Wildlife Conservation Programme combines a number of varied sub-projects which aim to rehabilitate and conserve the environment and marine life in Sri Lanka.

The Marine & Wildlife Conservation Programme works closely with the Sri Lankan Environmental Department and local NGOs to create sustainable programmes. We have created a long-term strategy to re-generate key areas of rainforest and maintain and protect coral reefs and the marine life in the Southern Province of Sri Lanka. Our various hands-on projects will have you fully immersed in environmental conservation - whether it be helping with the restoration of sea turtle numbers along the coast, replanting indigenous trees or creating artificial nests for Tree Frogs.

Turtle Hatchery

Exploitation of sea turtles exists in Sri Lanka, where many eggs and turtles are traded illegally by illicit businesses. Such activities are inhumane and have a detrimental effect on the sea turtle population around Sri Lanka. The Travelteer turtle sanctuary has been built to combat this trade as well as providing conservation education for the local community.

This project aims to protect turtle eggs in our sanctuary and release hatchlings into the ocean safely.

We also have a scheme where fishermen bring us injured turtles that have been trapped in fishing nets to be rehabilitated and released back into the ocean! The project is hard work but incredibly rewarding - releasing an injured turtle back into the ocean after rehabilitation is special.

Role of the volunteer:

- **Caring for turtles** - We need volunteers to care for the turtles whilst they are at the sanctuary. Their food varies from sea grasses to crustaceans and fish. Injured turtles may need to have medicine applied to their injuries.
- **Releasing Turtles** - 95% of Sea Turtle Hatchlings are released as soon as possible after hatching to mimic their natural life cycle - the remainder are 'Head-started' for 6 months to increase their chances of survival in the wild and closely monitored.
- **Cleaning Enclosures** - Each turtle enclosure needs cleaning twice a week. This requires you to drain the tanks, clean off the algae and refill with fresh sea water.
- **Monitoring** - It is important to monitor newly born turtles' growth and injured turtles' health. We frequently measure and weigh the turtles to keep track of their growth!

Beach and River Clean-up

The Beach & River clean-up project aims to restore and protect beaches and coastal rivers which are important habitats to the marine life along Sri Lanka's southern coast.

Plastics and other debris are hazardous to marine life such as turtles that ingest plastic bags mistaking them for jellyfish. By keeping these areas litter-free we can help protect the local wildlife and take a small step in battling the plastic pollution crisis. All litter is sorted into its recyclable elements and is then taken to collection points to be broken down and reused.

To date, Travelteer has collected over 2.3 tonnes of plastic from the beaches and lagoons of Southern Sri Lanka.

Rainforest Replantation

During Sri Lanka's colonial era, large areas of rainforest were removed for the introduction of coffee plantations. Crop failures at these plantations led local government to plant non-indigenous pine trees which has had an adverse effect on the ecosystem.

Through our replanting project we aim to help regenerate the rainforest in Sri Lanka's Southern district to its original state, providing an increase of indigenous plants and habitats for local wildlife - many of which are currently endangered.

Travelteer partners with local experts and provides volunteers with knowledge about the ecology of local rainforests, giving an amazing insight into the flora and fauna of Sri Lanka's south-west region.

Role of the volunteer:

- **Tree Nursery** - We run our own tree nurseries to grow indigenous plants & trees which are then planted in the rainforest. Volunteers are responsible for maintaining the nursery and duties such as collecting seeds, replanting seedlings and daily watering.
- **Tree Planting** - We work in three rainforests located in the Southern province. You will transport the young trees and plant them in designated plots. It is very important to tag and photograph your work. We then input all of this onto our database.
- **Data Collection** - Volunteers also help with maintaining existing sites, monitoring plant growth and conducting wildlife surveys. We monitor closely the populations of indigenous wildlife with the goal of increasing their numbers.

School Agriculture programme

Travelteer's Agriculture Project works in partnership with local schools to grow fruit and vegetables and support various local communities. The fruit and vegetables are firstly donated to local families who are struggling to afford their own food. Secondly, the school sells these to the local community, with the profits going towards new classroom resources. This is a fantastic project that educates volunteers about agriculture in tropical climates and provides local children with knowledge about how to grow their own vegetables.

More details about our Marine & Wildlife Conservation Programme can be found here: <https://travelteer.co.uk/programmes/marine-wildlife-conservation>

Selection process

All volunteers must go through a vetting process before being accepted onto the programme. This includes an interview with Travelteer Management to ensure the volunteer has the suitable skills required and find out why they are interested in going on the programme. Additionally, all volunteer must then complete a DBS Criminal Background Check.

Organisation Structure

All volunteers stay at the Travelteer House in Hikkaduwa (details of accommodation in section 2).

Each programme has a UK Programme Manager who runs the day to day organisation of the programme and the volunteers. If volunteers have any issue, the Programme Manager is their first point of contact. Programme Managers are based in the accommodation with the volunteers.

All Programme Manager report to the UK Senior Manager who is also based in country.

Logistics, accommodation, and food are organised by our Sri Lankan Volunteer Assistants. They all report directly to the Country Manager. The Country Manager and UK Senior Manager work together. Both report to the company Directors.

Duration & Working hours

The volunteers work from Monday to Friday for approximately 6 hours per day, with one project in the morning and one in the afternoon. Our volunteer hub is in Hikkaduwa, Sri Lanka and all the projects are located in the surrounding area. The students can join us between January and September from 2 weeks to 6 months.

This is a voluntary programme and has no salary.

2. Quality Work Experience

Please explain how your organisation will ensure a quality experience for the applicant. In your answer, please ensure the following is covered:

- The provision of clean, safe and well-maintained **accommodation** (if applicable)
- **Commuting time** between the applicant's accommodation and the work location kept to a minimum

- **In country support**
- Named **emergency contact** and point of reference
- Will the applicant be **supervised**? If so, what level of supervision can be expected?
- How you ensure the appropriate **mobility** and **access** provisions are met as required
 - Please state clearly if there are any **restrictions** or **difficulties** relating to mobility and accessibility.

Accommodation

Accommodation during volunteering programmes is owned and provided by Travelteer. Volunteers will stay in our Volunteer house during their stay in the South West of Sri Lanka which accommodates up to 36 other volunteers. All volunteers are provided with clean bed sheets and pillows for their bed. All rooms are also fitted with fans and mosquito nets. Rooms sleep 2 to 6 volunteers (all same-gender rooms). Every room has an en-suite bathroom with western style toilet, shower, and sink. Rooms are cleaned twice a week by the Travelteer Cleaner.

The Travelteer House has two common rooms (with WIFI access), along with a volunteer kitchen and a large veranda. Our rooftop level can hold up to 50 people and has long dining tables for communal meals. All volunteer meals are served here, and it is often used for social events and group meetings.

Each volunteer has room for storage, and we provide personal lockers to store valuable items. The house is walled, gated, and fitted with CCTV. We have security guards who work from 8pm to 8am every day. During the daytime the house always has members of the Management team present.

Programme Managers stay on site and are the first point of contact if any volunteers have any issues. Senior Management is based close by and on standby in the event of any emergency.

Commuting time

Every morning our Volunteer Assistants will come and collect volunteers from the Volunteer house and take them to the project they are volunteering at that day. Pick up is usually at 8.30am but can vary depending on the distance of the project. Once they have finished volunteering for the day they will be picked up and taken back to the Volunteer house ready for dinner. We offer transport to and from the projects every week, from Monday to Friday. All projects are within 1 hour from the accommodation.

All transport used is owned and operated by Travelteer. Travelteer uses its own staff that adhere to Travelteer's Standard Operational Procedures which detail Travelteer's clear operational policies on speed and safety - including checks of all tax and insurance and safety checks of the vehicle. Management receives training in these policies and carries out checks before and during any transport of team members. If any third-party transport is required, it must pass the Travelteer's Transport Provider Checklist.

In-country support

Programme Manager Support – When volunteers are in-country they are assigned a designated Programme Manager who acts as their first point of contact. Volunteers can address an issue or concern they have to the Manager. The Manager will help resolve the issue or report the issue to Senior management.

Senior Management – Any serious problems will be taken to Senior Management by the Programme Manager. Also, if a volunteer feels uncomfortable sharing their issue with their Programme Manager / or the issue is about this manager, they can go directly to Senior Management.

Group meetings – Throughout the placement, the management team will organise group meetings to share information with the group. This often takes place at the start of the day or before an activity.

Here volunteers are encouraged to openly talk about their time and ask any questions they have.

Group Messenger (Facebook)/WhatsApp group – The group messenger acts as a chat group where all volunteers can talk to each other. Management also uses to issue notifications.

Support line – A support line is available for parents to ask any questions or relay any information.

Emergency contact

The main emergency contact in Sri Lanka is the Country Manager who lives a short distance from the volunteer accommodation. Travelteer Country Manager is responsible for all operations within Sri Lanka. Working alongside UK Senior management this role shares responsibility for duty of care towards all volunteers, staff, and project stakeholders. Also, they act as the key decision maker for operations in Sri Lanka when UK Senior management is not present as well as in-country medical officer. Additionally, volunteers are given contact numbers to all Programme Managers who are present in the country during their stay.

Supervision

Travelteer staff will supervise and assist volunteers during the whole duration of their placement. During volunteering, each sub-group will be accompanied by UK Programme Manager. Travelteer staff will sleep on-site in the same complex where the volunteers are accommodated. Travelteer UK Senior management is accessible 24 hours and live within close proximity to volunteer accommodation.

The Programme Managers are under contract with Travelteer. The managers have a higher duty of care during the placement period and effectively acts as the Placement Leader's deputy. The Co-Leader still has responsibility under this Code of Conduct and must attend the mandatory training courses prior to joining the team. The role of the programme Manager is to support Senior management in overseeing all decisions made by the team that affect the health and safety of the team. The coordinator aims to advise the team on courses of action where risks are minimised and benefits to the development of the team are maximised. Any decisions that affect the group will be made only after consultation between all members of the Leadership Team.

Mobility and accessibility

There are no identified restrictions or difficulties regarding mobility and accessibility. As described above all transport is owned by Travelteer and operated by its employees. Travelteer always selects the mode of transport with the safety of the participants as the paramount concern. Wherever possible, it is Travelteer policy to only use coaches and minibuses that are fitted with seat belts. Volunteers who may hold a driving license are not allowed to drive while in Sri Lanka due to safety concerns.

3. Health and Safety, Risk Assessment & Insurance

Please describe how your organisation ensures that the opportunities offered are safe and that applicants are covered by relevant insurance. In your answer, please ensure the following is covered:

- **Health and Safety** Policies
- **Induction** processes and procedures
- Employer and Public Liability **Insurance** cover - please provide evidence of this
- **Risk Assessments**
- **Reporting** of Accidents and Incidents

Health and Safety

A Health and Safety Risk Assessment is compiled quarterly by the Designated Health and Safety Officer and the findings reported to the Directors. The Directors will ensure that the Senior Management Team is made aware of the findings. The Senior Management Team will approve the actions required to control or eliminate risks and these will be recorded in writing. The Designated Health and Safety Officer will be responsible for ensuring that the action required is implemented and that the Health and Safety Risk Assessment is updated.

The assessment of health and safety risk is a continuous process and will be carried out more frequently where there are significant changes in the working environment or working practices. In addition to the above organisational risk assessment, individual risk assessments will be completed for all areas.

Travelteer attaches great importance to the health and safety of its employees. It will diligently carry out its duties and responsibilities as an employer as laid down under the Health and Safety at Work Act 1974 (H&SaWA74) and subsequent health and safety regulations.

Travelteer is a member of EPA (Expeditions Providers Associations) and complies with BS8848 set out by the British Standard Institute. We provide a safe and secure environment for volunteers. Travelteer staff have direct field experience, are DBS checked and are first aid trained, so you are in good hands. All aspects of the trip are regularly risk assessed and crisis response is in place for any eventuality.

Please find full details in our Safety Management System attached

Induction

All volunteers receive detailed pre-departure call prior to their arrival which provides clear details of the itinerary, activities to be undertaken, accommodation, transport and background information, country information, kit list and vaccination recommendations. Clear details of the cost of the volunteering placement and what this includes/excludes, and any specific safety/accessibility or inclusivity issues are also explained.

All new staff and volunteers will be given a health and safety induction on arrival, by the Designated Health and Safety Officer. This will include:

- a tour of the Travelteer premises and projects
- a briefing on emergency and evacuation procedures for fire and first aid
- accident reporting
- familiarisation with this Health, Safety and Wellbeing Policy.

Insurance

Travelteer holds specialist Tour Operator Professional Liability insurance. This policy is reviewed and renewed on a yearly basis and has limits of public and product liability of £2.5 million. Travelteer also holds Employer Liability Insurance (up to £10 million) and Directors liability (£100,000 for each Director). Travelteer provides financial protection by means of financial failure insurance provider by Travel Vault which is underpinned by CBL insurance ensuring that all passengers are fully protected for all monies paid arising from cancellation or curtailment of their travel arrangements due to the insolvency of Travelteer. Thus, conforming to The Package Travel Regulations 1992. Our insurance brokers - Taskers and Partners are authorised and regulated by the Financial Services Authority.

Please find full details attached.

Risk Assessment

Travelteer carries out country risk assessments of every area of each project and any location the volunteers will be visiting, under Travelteer supervision. These include identifying any specific environmental issues or weather patterns. Heat, sun, and rehydration are all covered during the pre-departure training, in-country orientation and as part of the daily briefings. Programme Managers monitor water intake and ensure water purification is always working on site and water is available on



journeys. All volunteers are asked to bring sunscreen. The Travelteer First Aid Kit contains a supply of rehydration salts and volunteers are also recommended to bring these.

Travelteer staff and volunteers undergo pre-departure training on responsible travel, including minimizing their impact on the local environment.

In the event that a new supplier is needed for an activity, then Management will conduct a full risk assessment and third-party supplier check. Travelteer Senior Management must give formal approval before the supplier can be used. The project activities in Sri Lanka have been planned and organised directly by the Country Manager. The management is always on the ground with the team constantly to assess, help solve and notify Senior management of any problems immediately.

All risk assessments are updated on a quarterly basis. Full assessments can be given on request.

Reporting of Accidents and Incidents

All accidents and incidents are recorded in the Accident Book (kept by the Management Team)). It is the volunteer's responsibility to ensure it is completed correctly. The reports are formally recorded by the management team in Sri Lanka signed as directed in the Accident Book. Data is sent back to the UK office for review monthly along with the Managers PXR at the end of the placement.

4. Advice and Support

Please describe the advice and support **available at the application stage**. Please provide details for each of the following sections.

Visa and entry requirements

Volunteers can easily acquire an online Tourist Visa, which usually takes less than 24 hours to process. Any information or advice provided by Travelteer in relation to visa and entry requirements is done in good faith but without the responsibility of Travelteer. Travelteer will endeavour to publish up-to-date information regarding travel advice and will assist our customers to the best of our ability.

It is volunteer's responsibility to ensure they have the correct passport (valid for more than six months from departure date) and visas to gain access to any country/region.

Cultural Awareness

We book pre-departure calls which aim to prepare volunteers for their time in Sri Lanka. The chat focuses on their participation in the educational tour, project work and the environment they will be living. We specifically focus on health and safety, social/cultural awareness and selfcare.

Later on, Travelteer's Induction meeting covers the issues involved with working with the local populace. All volunteers receive full training which covers issues such as cultural awareness, appropriate dress, local language and health and safety issues regarding working with local community members.

Travelteer recognises that in-country stress is a health and safety issue and that stress can be harmful. It acknowledges the importance of identifying and reducing stressors and is committed to being proactive in eliminating or reducing stress risk. The Health and Safety Executive defines stress as 'the adverse reaction people have to excessive pressure or other types of demand placed on them.' This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress that can be detrimental to health.



Travelteer recognises that there are a wide range of potential causes of stress; long distance from home; new culture; new diet; unfamiliar surroundings. Signs and symptoms of stress may include being depressed, feeling low; being unresponsive or resistant to others; unable to make decisions; suffering from anxiety; lacking confidence; under-performance; irritability and intolerance; sickness absence; inability to concentrate; constant tiredness; exhaustion.

It is the volunteer's responsibility to inform management if they are not coping with the pressure of their new environment. An exploratory meeting should be held to identify underlying causes.

In-Country Orientation

An in-country orientation meeting is organised the day after volunteers's arrival in Hikkaduwa. Volunteers receive detailed information about the surrounding area as well as are explained house rules, emergency procedures and cultural differences. They are then taken on a guided tour of the area.

Personal security -Any potential **Security and Welfare concerns relating to the work not the country where the individual is working.**

Project safety is paramount, and all employees and volunteers are responsible for ensuring the safety of themselves and others whilst engaging in project work.

The Designated Health and Safety Officer carries out quarterly project Risk Assessments to ensure that projects, facilities, and equipment comply with Health and Safety requirements and are not having a detrimental effect on the health and wellbeing of employees or volunteers. Additional assessments will be carried out when any of the equipment is changed.

All employees and volunteers are responsible for reporting any health problems to the Designated Health and Safety Officer that may be associated with their project work. The Designated Health and Safety Officer, supported by the H&S Coordinators, is responsible for ensuring that the projects and access to them is safe and that working practices and equipment in use conform to current safety standards. All employees and volunteers have responsibility to safeguard themselves, to conform to safe working practices and to ensure that they do not, by example, instruction or behaviour, endanger others. Although not particularly dangerous, all project machines, e.g. computers, copiers, staplers, etc. should be treated with care, and used in accordance with instructions.

The Designated Health and Safety Officer checks existing equipment for compliance and arranges that all electrical equipment is tested annually. He/she ensures any new or second-hand equipment meets the Health and Safety standards prior to purchase. He/she identifies all equipment needing maintenance, repairs, and/or annual checks and responds to any problems reported relating to equipment.

During the volunteers stay with Travelteer, staff members will continuously promote healthy eating and drinking to ensure general wellbeing of the volunteers. If staff notice volunteers are struggling with the food or not drinking enough water, this issue will be addressed privately with the volunteer.

Financial Advice and Information

Financial advice is provided during pre-departure call. Detailed information can also be found in Programme Booklet which is attached in the Volunteer pack received by each volunteer after paying the registration fee. Each volunteer is responsible for acquiring their own money. However, we recommend the right procedures which are advised to follow.

Vaccinations and Healthcare - What are the requirements? Are these provided or will with applicant be expected to source their own?

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Vaccinations

Volunteers should contact their local doctor's/surgery to arrange an appointment regarding vaccinations. They should book their appointment at least three months prior to their departure as some immunisations take a few weeks to become effective.

Healthcare

Travelteer has Medical Consultant in Sri Lanka, who has in-depth experience in-country knowledge who can be used to seek advice and recommendations from where necessary. All project sites hold comprehensive First Aid Kits. Volunteers are also provided with a personal equipment list which includes suggested medical kit that volunteers may bring. Volunteers are required to tell a member of management if they take any medication. Management keeps a written record of all medical issues for every volunteer and share this information with support staff where necessary.

All accompanying members of staff are confident in managing the needs of those on the volunteering placement with special medical or dietary requirements e.g. those at risk of anaphylactic shock, epileptics, diabetics and so forth. They are briefed about the individuals and have all had First Aid Training (Level 3). They are all confident with applying this first aid training if necessary and with the consent of the volunteer.

Travelteer is committed to consulting with volunteers on all health and safety matters. The Designated Health and Safety Officer is responsible for facilitating the consultative process and will be supported by the H&S Coordinators, who also have a duty to consult volunteers. Consultation will take place as and when the need arises and will generally include the following: an introduction to measures substantially affecting health and safety, the role of H&S Coordinators, statutory health and safety information, health and safety training. Where a volunteer has a concern about health and safety arrangements, they should report it to their H&S Coordinator and, if necessary, to the Designated Health and Safety Officer. Where there is a continuing concern, which has not been addressed, volunteers should use the grievance policy to express their concern about Health and Safety arrangements at Travelteer.

Travelteer carries out country risk assessments which include identifying any specific environmental issues or weather patterns. Heat, sun and rehydration are all covered during the training, in-country orientation and as part of the daily briefings. Coordinators monitor water intake and ensure water purification is always working on site and water is available on journeys. All volunteers are asked to bring sunscreen. The Travelteer First Aid Kit contains a supply of rehydration salts and volunteers are also recommended to bring these.

The **provision of welfare** facilities (including mentoring)

Volunteers are actively encouraged to discuss any issues, problems, or questions they have with the Programme Managers. All Programme Managers continue to remind volunteers if they have anything, they want to discuss either as a group or as an individual to come and speak to them. To add to this, each volunteer is given several individual catch-up meetings to see how they are getting on and finding their experience. The aim of this is to ensure they are enjoying their placement and if there is anything Travelteer can do to assist them.

5. Costs and Terms and Conditions

Please provide a clear pricing structure for the opportunities that you offer. Clearly lay out the obligations of you (the provider) and the applicant. In your answer, please ensure the following is covered:

- A **clear pricing structure** which details **all** fees associated with the opportunity and a clear list of what these fees cover and when they are to be paid (including reimbursements)

- Do you operate a financial guarantee **scheme to protect payments?**
- Cancellation and **refund policy**
 - **Cancellation and refund policy due to COVID-19 (historic and current policies)**
 - Cancellation and refund policy if a visa application is turned down (as applicable)
- Please also note that which is **not covered by your fees** that will have to be **covered by the applicant** e.g. airfares (please include details of potential reimbursement)

Pricing structure

Registration fee: £159

The registration fee is a one-off payment which is a **service fee** and allows access to our volunteer placements.

The service provided to registered participants is the following:

- Placement Confirmation
- Volunteer Handbook
- Travelteer T-shirt
- Travelteer wristband
- Fundraising support
- Pre-departure support
- Access to our volunteer dashboard
- Financial insurance - 100% Financial Protection in the unlikely case of insolvency.
- Trip planning and organisation

The registration fee has a cooling off period of 14 days. After this date, the registration fee becomes non-refundable.

Living Cost:

All Living Costs can be paid in instalments throughout the year. The full amount must be paid 60 days before arrival in country.

- Accommodation: £10 a night
- Food: £8 a day
- Local transport: £6 a day

Fundraising for Travelteer Impact

(Charity Number: 1168026)

Travelteer Impact is a non-profit charity created to help support our projects in Sri Lanka. We require each volunteer to fundraise a minimum of £75 per week they volunteer. Volunteers who are doing a placement of 4 weeks or more have a maximum required threshold of £300. The money raised enables us to buy equipment and develop the programmes further.

100% of the money raised goes directly to the programme that they volunteer in. The projects we work with are often underdeveloped and there is much need for even basic facilities.

Volunteers are entitled to put any money over their required fundraising threshold towards the travel cost of a return flight. This will be reimbursed once the fundraising period has ended. Any surplus money exceeding the cost of your flight will be donated to Travelteer Impact to further our charitable causes.

Flights: £400-£600 return.

Financial guarantee

The Package Travel, Package Holidays and Package Tours Regulations 1992 require us to provide security for the monies that volunteers pay for the package holidays booked from us and for tour repatriation in the event of our insolvency. We comply with this regulation by having Financial Failure Insurance.

Refund policy

Changes and cancellation by Travelteer

Travelteer reserves the right to cancel participant's booking or change any of the facilities or services described in our documents or website. We will endeavour to advise participant of any changes known at the time of the booking. A "significant change" refers to a change in more than 24 hours or a major itinerary re-routing. If this does occur after booking Travelteer will endeavour to offer either a suitable replacement or full refund of money paid. A "significant change" does not include change in transport, food, named accommodation or programme structure.

By signing up to a Travelteer programme participant is acknowledging that our website and documents are an overview of the programmes and services we offer. Certain changes including alternative accommodation and different project/working hours may occur, therefore a flexible working attitude is paramount.

Changes and cancellation by participant

Changes or cancellations must be notified to us in writing by email to our UK office. Changes cannot be requested any less than 30 days prior to the departure date.

If the participant notifies us less than 30 days prior to the proposed departure date the refund policy applicable to cancellation will apply. Transfers to a third party are only permitted where the transferee meets all the requirements in relation to the programme and departure date is more than 30 days.

A cancellation will only be effective when Travelteer receives written confirmation via email of the cancellation. If you cancel your travel arrangements, then there will be no refund of the deposit (Registration fee).

The reimbursement for cancellation is stipulated as the following;

Reimbursement	
Notice of more than 60 days	100% refund minus deposit
Between 60 and 30 days	50% refund minus deposit
Less than 30 days	No refund

If participants curtail their programme, we cannot pay any refunds, and they will be responsible for any additional costs involved, including the cost of repatriation.

6. Satisfaction & Performance Measurement

Please describe how your organisation ensures continuous improvement and the monitoring of feedback. Please pay particular attention to:

- Maintaining high **levels of intern/worker satisfaction** - How do you track and monitor?
- **Complaint handling** - How and is there an escalation/transparent process?
- Collecting and acting **feedback** from applicants, past workers and universities- How?

- Ensuring **learning outcomes** are met where possible - Do you provide **professional development, mentoring and/or coaching** for applicants?
- **Testimonials** - do you use the **testimonials** of past applicants for promotion of your opportunity? (If so, please provide a link to them)

Level of satisfaction

Travelteer realises that volunteering placement in foreign country includes several aspects which influence volunteer's satisfaction. For this reason, Travelteer focuses on overlooking different attributes which contribute in overall positive experience. Travelteer recognises that there are a wide range of potential causes of stress; long distance from home; new culture; new diet; unfamiliar surroundings. As part of its risk assessment, Travelteer identifies in-country stressors and conducts risk assessments to eliminate stress or control the risks from stress. This risk assessment is regularly reviewed as part of Travelteer's approach to risk assessment. It is the volunteer's responsibility to inform management if they are not coping with the pressure of their new environment.

Travelteer promotes positive and friendly working environment. Volunteers are encouraged to feel comfortable sharing their opinion and any concerns. Each programme has a structured framework which can be adjusted to volunteer's individual needs. This allows volunteers to choose the level of commitment to each project and focus their interest on specific areas.

Complaint handling

If the volunteer has any complaint during their placement period, they must inform a Programme Manager, Volunteer Assistant or any other Travelteer Management immediately. If they are not happy with the actions taken and are not satisfied, they write a formal letter to Travelteer's office within 30 days of return from your trip.

Feedback

Volunteers are asked to complete a feedback form and hand it back in on their last volunteering day. The form questions them on several aspects of their placements including transport, accommodation, project satisfaction and staff performance. Provided answers are read by the management and necessary changes are made. Any feedback is taken very seriously and solved accordingly.

Learning outcome

Volunteering programmes are designed to maximise volunteers' involvement and learning. Travelteer enhances the learning associated with the degree or qualification being studied. Where the activity is undertaken for credit, there will be specific learning objectives or statements of skills to be developed. These are agreed on in co-operation with the volunteer and continuously monitored during the placement.

Each programme has assigned Programme Manager who explains both long-term objectives and set goals. Programme Managers describe individual project aims and makes sure that volunteers have clear understanding of their assigned roles. The briefing meeting is scheduled on the day after arrival and is a part of Induction. Volunteers are encouraged to state any personal targets they wish to gain from the opportunity and highlight own expectations. Programme Managers attend the projects together with volunteers to provide guidance and identify important personal strengths. Regular meetings within the volunteering team are organised to ensure personal satisfaction and track progress.

Volunteers are encouraged to self-reflection by completing project report. Articulating the learning gained and its impact on paper helps them to reflect on carried out practices. It is important for their own further development to identify areas needing improvement as well as recognising successful steps.

Testimonials

Reviews of previous volunteers can be found on our Facebook page. Please follow the link <https://www.facebook.com/travelteer.uk/reviews/>

We are happy to pass you onto other universities who we work with for their feedback on our organisation as a placement option.

7. Teaching Specific Questions

(Please answer all questions if your opportunities involve teaching or classroom assistance)

Are there any required extracurricular activities? (Mandatory)

Yes. One of the projects on English and Sports Development programme is running After school club. The delivered lessons are not following Sri Lankan curriculum. Volunteers are given more freedom in planning lessons and activities based on their own interests. Also, they can focus on individual strengths and needs of children.

Do you provide any orientation or training?

Yes, both orientation and training happen on the first day after volunteer's arrival.

What percentage of teachers typically complete their contract?

N/A

Have you had any conflicts or arguments with teachers?

No

Have paychecks ever been late?

No

Are teachers observed while they teach?

Yes



Do you have cameras in the halls or classrooms?
No
Do you have split shifts?
No
How much travel is required each week for work?
All provided by Travelteer. Max. 1 hour travel a day.
What teaching methods do you use (and/or require your teachers to use)?
We work in line with the Sri Lankan curriculum.
What kinds of materials are available to teachers? Are all the materials they need provided?
Material and any other equipment needed to deliver the lessons are provided by Travelteer.
What kind of educational background do the management and owner have?
Programme Managers all have extensive classroom experience. They are also supported by Sri Lankan qualified teachers who are employed by Travelteer.