School of Education and Social Work

A critical evaluation of ethical dilemmas in the use,

of international volunteers.

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Academic Year:

2016-2017

Submitted in the support of Degree of:

BA HON's Community Learning Development

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Abstract

The small-scale research report "*critically analyses the ethical dilemmas in the use of international volunteers*" in the Nongovernmental Organisation ACER Brasil, using the voice of volunteers and staff part of volunteer programmes, alongside researcher Ethnography to justify international volunteering as a global learning technique. The use of Freirean methods of Critical Pedagogy and Emancipatory Participation rely the importance of Participative Practice grounding the research in radical Community Learning Development. The research will detail potential future adjustments in service to improve experience for both young people and volunteers.

Keywords: Community Learning and Development, Ethics, International Volunteering, NGO, Brazil, Critical Pedagogy, Emancipatory Participation, Participative Practice.

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Introduction

This small-scale research report examines the views and experiences of volunteers and staff members (who may also be considered community members due to their locality and previous engagement at participant level in activities) part of ACER (Associação de Apoio à Criança em Risco/Association for at Risk Children) Brasil an international NGO (Non-governmental Organisation) based in Sao Paulo, Brazil.

The chosen research topic emerged from the need of the internship organisation to identify positive and negative factors of the current volunteering programme to create a more rounded, ethical practice for staff, volunteers and community hosts. While also being influenced by the current attention of many social researchers into Ethical Implications of International volunteering (Randel et al, 2004; Kennedy, et al 2011; McBride, Lough, Sherraden & O'Hara 2011) and my own interest as a keen traveller, volunteer and Community Learning Development student. This study will there for provide an understanding of the differing forms of international volunteering provided by the organisation and the comparative success they can hope to attain.

This will be achieved by studying the work of Brazilian theorist Paulo Freire (2014) who defines education including Community Learning Development (CLD) as Critical Pedagogy which encourages Emancipatory Participation, alongside Ledwith & Spriggett (2011) Participative Practice theory. Both of which stress the importance of life experience of volunteers and community participants in developing appropriate and sustainable activity programmes. Further literature will reinforce this argument examining the need for volunteers to work "with" rather than "for" communities (Moore McBride & Daferty, 2005).

International Volunteering will be counter argued in its true the benefits and possible hindrances through discussion on Globalization, Global imaginary (Moore McBride & Daferty, 2005) and socioeconomic impacts due to political grounding in Neo-liberalised societies (Conradson, 2003).

Rational

International volunteering and Community Learning Development:

Volunteering in CLD is a key contribution to the sustainability and appropriateness of programme provision although in itself is hard to define and truly manage as a singular term with interpretations constantly changing and developing. Volunteering traditionally encompasses the free giving of time in order to be of service to a community or organisation in forms of: mutual aid, philanthropy or services to others/the community, advocacy & campaigning and voluntary participation (Dekker & Halman, 2003) in more recent years this

has expanded to include; community participation (Hickey and Mohan, 2004), community cohesion (Ratcliffe & Newman, 2011) and active citizenship (Mayo & Annette, 2010).

Mayo, Mendiwelso-Bendek, Packham, 2013 suggest that these terms are used for varying aims and objectives throughout communities. However, all, at their core believe volunteering must be used to develop communication and create real understanding of the work community members see as truly beneficial to local areas. This reflects Freire's (1970) Critical Pedagogies which proclaims that communities themselves challenging societal stereotypes that affect them inevitably challenges social structures of disadvantage. Links in knowledge of community members and support of Community Learning Development professionals provides a sincerity of provision; learning, planning and evaluating to some extent at the base level of community, the people within it (Scottish Executive, 2004).

When discussing international volunteering however the literature and understanding of CLD's place as a supportive vocation to continued provision of ethical and sustainable provision is drastically lacking. Many believe or allude to the importance of the use of 'Community Development' techniques and consider some NGOs (Nongovernmental Organisations) to be community centres or hubs (gooversea.com, 2016; goabroad.com, 2017; volunteerhq.org, 2017) but there is no transparency of CLD's position within this. Further enquiry into international volunteering's true critical thinking or impact on communities is compulsory for sustainability. In reality how can individuals without the knowledge of local community, culture and language impact structures of social and global injustice other than on return to their countries of origin through sharing of experience and knowledge learned on placements (Simpson, 2004).

Defining international volunteering at ACER (Association for Children at Risk/Associação de Apoio à Criança em Risco):

International volunteering at its heart for many supplying organisations and volunteers comes from the want to be of service to a community outside of our own (UN Volunteer, 2014) and contribute to a more equitable world due to altruistic motives being the giving to others without personal gain. The appeal of such is often greater than that of home based volunteering due to the opportunity to gain more in depth knowledge of global communities and travel (Rochester et al, 2010).

In the research organisation, international volunteering can be categorised into two distinct forms. Primarily volunteers who wish to travel and volunteer for short periods of time as part of an experience or commercialised holiday, reflecting often youth focused 'voluntourism' and 'gap yearning' (Gewali, 2012). In turn enhancing individuals understanding of cultures as well as increase work and further educational opportunity. We can identify this as being part of a

'transformational' experience in the midst of individual transition between teen and adult life (Jones,2004). Secondly the use of longer term between 6-12month skilled volunteers specifically recruited due to their career/educational experiences and aspirations.

Theoretical Influencers:

Critical Pedagogy and Emancipatory Participation:

When looking at links between international volunteering specifically in Brazil from a CLD perspective the work of Paulo Freire, 1970 in the form of Critical Pedagogy and its themes more specifically Emancipatory Participation allows to better analyse host community and volunteer participative methods. Within many NGO's expressive terms, such as "community controlled" and "empowerment" are key to the work which advocates the voice of the people particularly out with oppressive political structures (Burns & Novelli, 2007). Critical Pedagogy relies on these radical principals of community participation and the identification of learning not only in the singular form but instead a process of self-understanding and the understanding of those around us both nationally and internationally (Monchinski, 2011).

This relates education, whether that be formal or informal to an inherently political process. The use of Community Education or CLD as a means of understanding social injustice for participants or in international volunteering, injustices of the host communities allow for Emancipatory Participation being a democratic process based on collaboration and choice (Aassgaard et al, 2012). Creating programmes of activity which can empower individuals and create a critical consciousness or conscientization/conscientização (Mayo, 2012). Critical Consciousness considers individuals to be always changing and developing through academic education and knowledge from life experience (Ledwith, 2011). This allows us to 'read the world' or read the injustices that face us and the people around us through immersion and true empathetical understanding of host communities.

In international volunteering, some social scientists (Devereux, 2008; Palacois, 2010) however question the true growth of activity from the need and perspective of the host community through 'authentic dialogue' being community input, discussion and evaluative programme expansion. Rather, they believe for the most part provision of activity is based on volunteer skill and knowledge providing less socially impacting programmes and instead a 'culture of silence' meaning activities given without knowledge or participation of community in decision making processes (Mayo, 2012).

Moore MacBride & Daftary, 2005 there for analyse where the work of Freire stands in development volunteering. They suggest that similarly to further education in which people choose to be part of a course of activity voluntarily and have commonality through interest,

respect for individual life experience and knowledge (Knowels, 1970, 1980), the same goes for international volunteering stating that international volunteering;

"helps diversify and transform international relations in a way that breaks down negative stereotypes and encourages understanding and action towards global social justice, security, and sustainability through human solidarity" (Moore MacBride & Daftary, 2005)

Where this differs is that not only the individual community member/host community are seen as those wanting to learn or engage, but also the teacher or facilitators being the international volunteers themselves who hope to gain knowledge and develop new skills in a new environment. International volunteers should therefore be at participant level as part of the curriculum dialogue and sharing knowledge to be able to provide more sustainable provision for the community.

Participative Practice:

The work of Ledwith & Sprigett, 2010 supports Freire's theory of Critical pedagogy in the belief that participants of community programmes (for the purpose of this study volunteers and ACER participants) are at the heart of peace, justice and equality (Ledwith & Sprigett, 2010). Collaboration and shared experience can break down barriers to participation allowing individuals to feel included, empowered and inevitably create positive local and political change. By understanding personal life experience and viewpoints as 'expertise' that those without may brush aside as insignificant.

Lived experience of communities and volunteers adopting similar lifestyles even for short periods of time allow for global and cultural awareness while providing individuals with unique experience to aid development both locally and globally (Allman,1999).

Globalisation and the global imaginary:

Globalisation has come to mean the integration of international societies and the adaption of new knowledge through differing political, societal and cultural norms to create international solidarity (MacCannell, 1992; 1999). This can be defined in international volunteering in two forms the migration and movement of people and the dissemination of information (Boughton, James, 2006). As with critical pedagogy, globalisation can and hopes to create opportunity for cross cultural understanding. There are however many criticisms suggesting international volunteers can dilute host community culture. This is reinforced by Westernised economic power and our consumerist tendencies such as the buying of volunteer experiences tailored to the giving of aid to the less privileged without informed community participative programme development. Which often doesn't acknowledge the reality that volunteer experiences are part of the daily lives, norms and culture of the host communities.

The global imaginary effectively characterises this and the pitfalls of international volunteering suggesting that in reality many volunteers choose to take part in volunteering in a global context because of their believed right to help the internationally poverty stricken on a basis of Westernised privilege. Often opportunity to take part in international volunteering comes at a great price and although not to a great extent in the internship can provide financial benefits to NGO's. The consumerist value of volunteers because of this can be questioned in its ethicalness in relation to both sides of participation; the volunteers and NGO's. Suggesting, NGO's often see volunteers as providers of capital to keep underfunded organisations and more beneficial services running. Therefore, emphasising the importance of volunteers having positive experiences by being engaged in activities personalised to their own interests, rather than a true dialogical approach of working 'with' communities and instead 'for' communities to entice paying 'customers' (Moore MacBride & Daftery, 2005).

Research Approach:

Methodology:

In both CLD and international volunteering there is great importance laid on reflective practice and the observations of both professionals and host communities/community members to create positive development of international programmes. This is representative in the methodology of the given research which uses paradigms suggested to be empirical in their nature as they take views and opinions directly from individuals as participants in the volunteer programme and influencers on its running being the volunteers and staff (Punch, 2005).

Ethnography being "the study of social interactions, behaviors, and perceptions that occur within groups, teams, organisations, and communities" (Reeves, Cooper and Hodges, 2008) is used alongside said interviews. This means as the researcher I took an "active membership-researcher" role (Adler & Adler, 1987) utilising personal daily reflective recordings and blog posts as part of the internship experience which included my full emersion and emulation of volunteer experience. This encompassed; activity shadowing/participation, accommodation in volunteer living quarters and integration into organisational and local community which provided a unique understanding of volunteer viewpoints. For most purposes, the role as researcher was regarded to be the closest possible to that of the volunteers themselves.

In order to achieve real reflexivity with credible questioning and perceptive of my own, the volunteers and staff assumptions I used the work of Argyris and Schon's (1996):

Espoused theory: How we explain our reasons for taking specific actions, so how we write or speak.

Theory-in action: How in actuality of the event we react reflecting our own ingrained cultural assumptions impacting our practice.

This was further refined by study of cultural assumption through Mezirow's (1990) seven levels of Reflexivity; reflexivity, affective, discriminant, judgemental, conceptual, psychic and theoretical reflexivity. Throughout the process these were taken into consideration in order to effectively justify and critic personal and professional assumptions in an environment outside of my own previous experience leading to a transformative writing of reflections over time becoming more coherent regarding; personal and societal difference, thought, feeling and observational content which became more formalised than simply the personal story telling of what had happened.

Alongside an Ethnographic data collection, I used interviews with set questioning to initialise first stage open coding to gage repetition of key themes being the headings and subheadings of the research (Corbin & Strauss, 1990). This helped to influence the second stage of axial coding which allowed for the further development of research data by identifying where themes covered too broad criteria and could be refined and analysed as an individual topic of conversation creating the current research themes.

Methods:

Prior to conducting the research there was a time schedule created to determine the expectation of me as the researcher to engage interviewees through email, conduct interviews and reflect on day to day tasks allowing for translation and transcription time.

As I was writing from an ethnography approach alongside interviews the documentation of reflections was the first method of data collection, beginning at day one of arrival in Brazil. These captured my initial thoughts and feelings of being in Brazil; cultural, organisational and political differences. Continued throughout the experience and on return to the UK.

On interviewing volunteers and staff after 3months into the research project relationships both professionally and personally had emerged. This brought both positive and negative aspects to the interviews as in getting to know interviewee; participants through living (volunteers), working (staff and volunteers) and socialising (Staff and volunteers) day to day we had an appreciation and empathetic understanding of each other's individual experience. This however could formulate bias with interviewee's answering questions to satisfy the research needs rather than vocalising their true opinion.

These factors were taken into consideration and methods put in place to tackle any possibility of leading interviewees;

- Interviewee's where allocated specific time slots for interviews making the process formalised to desist from peer lead answering.

- A room within the organisation outside of living quarters was accessed to formalise conversation.

- The use of a recording device enabled the accurate documentation of personal views.

- At no time was leading questioning used within the research.

- All interviewees where given opportunity to freely express personal opinion, experience wither negative or positive under the understanding their comments could be used in a research report and omitted on request.

- The use of a translator (where needed) ensured accuracy of documentation and researcher/interviewer clarity.

- All questions where available to interviewees before interviews and where purposely structured to engage participants in discussion.

Although in most qualitative research the aim is to make participants most at ease within less formal settings that relax discussion, in this case the already personal relationships between myself and participants needed a more formal structure.

Ethical Consideration:

Prior to conducting research with the participation of staff and volunteers as with any research I was expected to comply with Dundee University Ethical Consideration Protocol and gain ethical permission for qualitative research (Appendix 1). In order to achieve this I created a participant information sheet noting research purpose, expected audience and procedure written in both English and Portuguese to ensure clarity for participants dependant on their first language (Appendix 2 & 3).

When choosing the research topic, a number of factors were considered prior to research development, most important of which being my own first spoken language English and in some cases participant first language of Portuguese. For this reason, the use of a translator in all interviews conducted in Portuguese was compulsory. Which highlighted issues of ethics within the research due to probability of miscommunication. However, with the inclusion and support of interviewee's an agreement was successfully reached to allow a long-standing volunteer to translate and aid discussion between both researcher and interviewees which was noted in the interview information sheet. This included the use of a recording device for better analysis.

It was made clear to all interviewees that they were able to omit information or withdraw from the research study on request, having made clear that information gathered would be used for

an academic research report, could be accessed by staff or organisational representatives and maybe used in future publications. All participants being over 16years read and excepted the participant information sheet by giving written consent.

Research Themes

See appendix 4-11 for full transcription of volunteer and staff interviews.

In order to protect individual identification of research interviewees they will be addressed as volunteer 1-6 (V1-6) and Staff 1-3 (S1-3). Whilst my own reflections will be identified as diary entry. Any discussion of specific participants or organisations with connection to ACER Brasil will be represented by the generalised (Young Person) or (Outside Organisation).

Volunteering and Voluntourism:

Initially in research questioning it was important to identify the thoughts and feeling of volunteers on their position and definition of voluntourism and volunteering. Each answer proved to have similarity, with not one of the six volunteers interviewed identifying themselves as voluntourist but more favouring the term international volunteer possibly due to the stigma already expressed in theory of voluntourism. Appendix 4 shows the definitions from perspective of volunteers of both volunteering and voluntourism.

Time Spent:

Throughout volunteer and staff interviews the topic of time spent by the volunteer continually arouse, many believing that the longer a participant came to the project the more effective and sustainable their work as a volunteer was.

V1: "I have had friends that you know would go somewhere for one day and then they would be like oh I volunteered here and you know if you really cared then you would spend a bit longer." (Audio recording)

V2:" I think it is a lot better to do a longer placement like a year or more than a year to make it actually worth the benefits yourself and also for the community." (Audio Recording)

V3: "I feel like for me and being here for such a long time (3years) and that's like a conscience decision, to make my work more sustainable and part of Brazil. And put a lot of my time and life into working." (Audio Recording)

The longer time spent in the project the easier it was for volunteers to build relationships and identify the wants and needs of the young people within the community. Making tailored experiences that would benefit and empower individuals simpler to implement.

V3: "I have been able to give them more than just weekly activity. So, like getting to know them and what they enjoy……. sort of like in the future come up with ideas that they would enjoy or benefit from. Like obviously (Young Person) ………most recently showed an interest in cooking and therefore I done quite a few things to nurture that interest and support it." (Audio Recording)

V3: "Another young person who came to the art classes……. she was most interested in dance so I managed to arrange a visit to a dance school in Sao Paulo, which was the most prestigious dance school……. we got to take part in a class." (Audio Recording)

Although the interview group was in main positive about the work of volunteers it was clear that with such high concentrations averaging 3-4 volunteers each 6months there had been some that where less participative. Shorter term volunteers seemed to be unclear of their place within the organisation and what the expectations of the organisation were leading to less productivity.

V4: "You kind of had to establish yourself, make yourself known and tell people what you wanted to do which was a little bit hard………we were kind of floaters, helping out family days out, cooking classes and the main project, nothing solid was really planned." (Audio Recording)

S1: "I think that I would change the training of the volunteers before they come here. I think there should be something more transparent for them to understand what the work of ACER is like……………There are people who come to do volunteer work and there are people who come because they want to come to Brazil…….and only want to travel and not to understand the reality of the work." (Audio Recording)

Out of the six volunteers interviewed however only one participant spent more than half of their time while in Brazil traveling. The further five participants thought they had spent between 97%-80% of their time as a volunteer at ACER with "holiday" time reflecting that of an ACER staff members or that of an employee in the UK, if not more. Proving that the majority of volunteers regarded the work they carried out the real importance of their time spent in Brazil. This however put personal pressure on volunteers to prove themselves through long hours;

V3: "I feel like you can't have a break because you are a volunteer and here so there is no kind of limit on to how many hours you should do. There is never a time that you are kind of finished for the day." (Audio Recording)

V4: "I mean I work really hard. I work a lot of hours and it's not just like I do 9-7pm its kind of like whilst I'm at ACER I am always working." (Audio Recording)

Previous skills or experience:

The interview group all generated programmes of activity based on their own skill or experience, such as; cooking, English and arts; graffiti, textiles and drawing. Five out of six participants were identified as having a skill base in arts prior to arriving at the project and were aware of their activity programme schedule and expectations prior to arriving in Brazil helping them to deem their work more ethical as they were fully aware of their place in the organisation;

V1: "I'm not just going there and sort of like jumping on someone else's programme. I am going to be setting this up, I'm going to be doing the work. And I felt I had to justify myself on how hard I was going to work…… the guys that work here they are getting paid so they have job and so the art classes are an additional thing on top of that we aren't taking away from what is already happening here. We're just adding to it." (Audio Recording)

V5: "I felt I had all these skills I had textiles, I had costume……visual arts you know I had all these skills and I wanted to create some sort of value with it I wanted to do something positive with it." (Sara)

V2: "It is something I had sought out specifically as it was something I had already done…art workshops." (Audio Recording)

Volunteers with less experience in terms of educational, work and life found it harder to define where they saw themselves ethically. If clarity of provision wasn't prearranged, programmes took longer to initialise or develop at all leaving volunteers distant from other volunteers, staff, community and the organisation itself.

V4: "I took the initiative I did start my own class……. but because there was no plan it could have been different and I could have been left not doing much." (Audio Recording)

S2 "The volunteers have to get more involved in the institution, there are some who are more distant, so the question of making friendships is difficult." (Audio Recording)

S1: "There have already been cases of people that come just for leisure, to get to know Brazil and travel and really end up not developing any work." (Audio Recording)

Language:

Four out of six of the participating volunteers did not speak Portuguese other than 1-3months private lessons prior to arriving in Brazil. This was a key dilemma in building relationships, delivering programmes and integrating into the community;

V3: "It impacted my experience, because I would say it's the most defining thing…….as much as it's a personal kind of challenge and journey………it most defines your ability to create and build relationships and interact with the people you are working with and the people you around connecting with them." (Audio Recording)

Although those who did speak Portuguese still felt that the programme sometimes lacked care for volunteers with or without Portuguese in the form of pastoral care, support and supervisions.

V4: "Other volunteers where worried about leaving because they didn't know what people were saying." (Audio Recording)

V5: "You're still a gringo it doesn't matter if you are Portuguese……So, I think the pastoral care the kind of logistics. Making sure the volunteer is happy looked after well integrated. You know you can't be here and suffering it's hard enough to be here, be away from family, away from the norm and in environment that can be shocking because of what you see and what you are exposed to, it leaves you vulnerable." (Audio Recording)

Staff found the subject of language more of a positive factor to the volunteer programme. They understood the barriers that language may cause, but more recognisably so seen language as a learning tool between volunteers, staff and the community seeing sharing of skills very inclusive to learners being the young people and the facilitators (volunteers).

S2: "The volunteers generally are from other countries so everything is different this helps a lot………..they teach the participants other things, that would not just be from Brazil. So, things like the English lessons are very important. (Audio Recording)

S1: "If the volunteers talk in front of them (The young people) in English, it's already a privilege for them, they are witnessing something new that they only see on the television. They like it when the volunteers teach them some words in English and they as well like to teach the volunteers new words." (Audio Recording)

Cultural Awareness:

Lastly cultural awareness was a continued feature, when looking at their ethical considerations into volunteer placement. Each interviewee was consciously aware of generalised volunteer programmes without the need for specific skill, which often relies on personal funding. Because of the lack of solid goals or any identifiable benefits to the community in this form of volunteering, volunteers where keen to steer away from financially profiting organisations, who they believed took advantage of disadvantage.

V3: "You don't want to be like, like the rich foreigner kind like working with poor people." (Andy)

Volunteers also felt the use of terms such as 'Favela' in publicising and fundraising seemed to sensationalise communities to encourage volunteer participation prior to real personal understanding of ACER and its local community;

V5: "I used a lot……the word favela. Because (Outside Organisation) where using it a lot, they said you are going to a favela, the favela is called Eldorado. Here they call it community. They don't like the term favela they don't use it. Even if there are some parts that are considered favela people try not to use it, it's very negative. People tend to use it a lot and it's not, they use it to get funding and I feel offal for using it the first time……….to get funding." (Audio Recording)

Reflective diary and blog extracts:

See appendix 12 for reflective diary and blog extracts which validate research themes.

Analysis and Critique:

Time Spent:

Interviews similarly to theory (Devereux,2008; Simpson,2004) applies that the longer time spent at the volunteer organisation the more integrated volunteers become in the community, better understanding their social issues. This allowed volunteers to create more sustainable empowering activities including aforementioned cooking and dance classes to aid future career goals and personal interest of the young people participating.

This is not to say that short term volunteering is not effective in providing transformational experiences for the volunteers involved with research suggests that those involved in voluntourism or short time volunteering show an increase in political activity, charitable giving and likeliness to be involved in volunteering in the future (Beyerlein et al, 2011) on return to their countries of origin (Nepstad, 2006; Palacois, 2010). It does however concentrate on the benefit for the volunteer and not really the positive influence volunteers can have on host communities. Communities befit in this form of volunteering very little due to there being no time to truly integrate or understand; theoretically the critical conciseness (Freire, 1985) of the community they visit.

The transitions model looks at five key areas of volunteer involvement or socialization in an organisation; nominee, newcomer, emotional involvement, established volunteering and retiring (Haski-Levethal & Bargal, 2008). Each stage of volunteer socialization is as important as the last without initial integration "newcomer" as suggested in interviews with short term volunteers into the organisation and community, individualisation meaning the bringing of new

ideas to improve or aid the running and sustainability of activities within the organisation are hard to implement.

With lack of time or integration shorter termed volunteers found developing programmes themselves difficult and most often worked as observers of already fully functioning activities. This could strain the time of paid staff, leave volunteers feeling unfulfilled and have no real impact on the young people participating. This could be argued to be less ethically sound in its approach. The work of Devereux (2008) supports this by stating short term volunteering can;

"become a new form of colonialism, reinforcing an attitude of 'it's all about us' by their emphasis on short-term 'helping' over learning" (Devereux, 2008)

With longer termed volunteers creating more; 'emotional involvement' and 'establishing themselves as reliable volunteers' they felt this allowed them to better create programmes that benefited the local community as they truly felt part and included as a community member (Haski-Levethal & Bargal, 2008). Building relationships and becoming 'emotionally involved' seemed to be of high importance to the volunteers to enable them to ground themselves in the work of ACER. Staff also commented that the more volunteers integrated themselves into the organisation and community itself the more sustainable, useful and empowering the activities provided by volunteers became, 'establishing' the volunteers as useful in their own right.

Long term volunteers also seemed to gain more respect as advocates of the project with a unique voice and standing within the organisation. They continually engaged in cohesive learning with the local community by identifying young people's individual interests and trying to implement them where and when possible. This was more representative of the 'whole bodied approach' (Ledwith, 2011) requiring them to not only use their own educational and life experience to create programmes but also that of the young people participating, identifying and fighting political and societal injustices and co-producing programmes of activity (Ledwith, 2011).

When looking at ethical implications however not only consideration for the community but the volunteers was important to identify. Many believed they worked over and above hours they may as a staff members. Although this being partly due to self-determination and the want to prove their functionality, there was also no documentation of volunteer work and rest time, which could put long term volunteers under a lot of pressure and hindering their ability to work effectively.

Previous skill or experience;

Volunteers who had considered their specific skills before arriving at the organisation seemed in interviews to better identify with how they could support the organisation and community as a volunteer. They showed more understanding of organisational goals, participants want and need and a Critical Conciseness (Freire, 1987); analysing through group volunteering discussion varying view points on ACER, the community and Brazilian society as a whole. This showing that they truly looked at their personal learning and experience as a privilege that was only granted due to community inclusion and learning from host personal life experience was as valuable as more formalised teacher pupil Portuguese lessons.

Those without prior understanding of their place within the organisation found it hard to integrate themselves, understand the social issues facing young people and often provided activities reliant upon ameliorative practice. This in terms of CLD is less radical and more set in the "giving" of skills that do not challenge issues but plaster over societal disadvantage (Ledwith, 2011). Although the young people enjoyed these courses there was no authentic sharing of knowledge instead only the want and expertise of the facilitator taken into consideration (Moore McBride & McDafferty, 1999).

This indicates that organisations must know more about volunteers and their goals and motives to volunteer prior to arriving and carrying out programmes to better understand the benefit their skills can have on the community itself *(Clary et al., 1996; Canaan & Goldberg-Glen, 1991).* Similarly, the reflexivity of volunteers should be identified through informal interviews or support and supervisions pre-and postplacement to help assess the volunteers' ability to have long term influences on the local community and small scale civil society *(*Springer et al. 2009).

Language:

Volunteers:

Volunteers found that at the beginning of their experience in most cases the fact they could not communicate adequately made building relationships difficult causing stress that they may not be having positive impact on the community and if they were, was it negative?

It seemed that the volunteers themselves where the most critical of their progress. However, on continued learning and dedication they showed improvement and could genuinely engage in community programmes. This is where the organisation showed collaboration in action and true empathetical understanding of host community/volunteer shared experience being; with young people learning English from the knowledge of volunteers and volunteers being

supported by young people to learn Portuguese. Perfectly demonstrating the strength of shared learning or participative practice (Ledwith & Sprigett, 2011).

Staff:

Staff where surprisingly less critical of volunteer's lack of Language on first arrival. They emphasised the importance of staff, young people and volunteers shared experience in learning new languages. Although it was understood that it may cause slower process in creating and developing activities they believed the positives outweighed any negatives stating the young participants felt privileged to have the opportunity to meet people who spoke English or another language. As well words such as; courage, determination and empathy expressed the appreciation staff had for volunteer's part of Language exchange programmes.

Cultural Awareness:

Volunteers found that their cultural awareness was positively affected by their experience at ACER helping them to engage with individuals on an equal level during day to day conversation, provision of activity and integration in to local community. Living within the community they worked in although sometimes stressful, volunteers felt in the long run this helped them to experience an authentic Brazilian lifestyle including; draught, daily power cuts, over population and crime (although minimal exposure). This created a mutual empathy for personal circumstances between community and volunteers.

They did however feel that the miscommunication of terms such as "Favela" driven by funding needs of volunteers and similar organisations could be preserved as unethical. It was clear on first contact the community "Comunidade de Eldorado" was much proffered and fostered by locals. This use of Favela for Brazilian community in fact was greatly offensive when used by "gringos" (foreigners) and was only adopted by locals to embrace multiculturalism and reverse negative stereotypes by association to positive public faced community groups such as Favela dance or favela music groups.

Inevitably there were differences in Brazilian/European lifestyles. Volunteers believed that their individual economic privilege due to being European in comparison to some of the local community of ACER could sometimes come across as patronising (Moore MacBride & Daftery, 2011). More specifically due to volunteer's ability to travel further than many of the community itself, making clear how the communities lives and volunteers differed because of socioeconomic positioning in society.

This similarly to *language* for staff however, seemed to come across as a positive aspect of having volunteers as it encouraged and inspired young people and staff. Some of whom through the work of ACER and personal aspiration have had opportunity to venture to new

countries outside of their own; Sweden, France, England and Holland. This can in turn support individuals to identify with the world and it differences, developing an understanding that each individual, country and continent has their own disadvantages and need for social justice in differing forms, aiding globalisation being the recognition of each other as interconnected beings who are members of the largest community, the world (MacCannell, 1992).

Conclusion

The research, has looked at the ethical implications of international volunteering in the international NGO, ACER Brasil from the perspective of volunteers and staff engaged in the volunteer programme and my own personal reflective diary and blog entries. This looked at the effects of international volunteering on host community, organisation and the volunteers themselves. The writing proves that international volunteers are continually critical of themselves and innately aware of the negative impacts they can have on host communities. In the organisation, the majority of volunteers were longer termed creating sustainable provisions, being culturally emerged helping to create better understanding of the organisation and the people that befit from provision, working alongside the community to support and empower young people of Eldorado.

However, the shorter a volunteer stayed at the project the less engaged they seemed, the importance of integration of volunteers into programmes on arrival to feel more included, needed by the community and organisation would allow short term volunteers to identify their place and purpose in Brazil. I suggest by implementing pre-and post-vetting of volunteer skill and appropriate aims and objectives to benefit the project with more functional, engaged volunteers in turn making the volunteer programme itself more ethical.

Although when discussing ethicalness of international volunteering the position of ACER seems to be in main positive. The organisation understands that the community is at the heart of all the work they engage in and this reflects in volunteer experience. However, volunteers did convey personal issues that maybe considered ethically unjust such as working hours and lack of support and supervision. (Recommendations; Appendix 13)

The research may however display discrepancy or misinformation on the part of volunteers but more so staff who seemed to show a great enthusiasm for the volunteer programme without much consideration of the negative factors international volunteering might bring, even hypothetically. This may be due to the want to support me as a researcher or what they seen as a volunteer. This in itself can be analysed as a cultural difference in European and Brazilian thinking with V5 suggesting; "There is something…a cultural thing people will always say yes as they don't wont to upset or offend you." (Audio Recording). Showing the importance of

personal reflection, critical conscience and participatory practice even in the completion of any project.

Acknowledgements

I would like to thank all of the staff, volunteers and young people at ACER Brasil for your continued support and friendship in my fourth-year internship, research study and six-month experience of Brazil. Without your hard work, dedication and commitment I couldn't have fulfilled the expectations or enjoyed this research study quite as much as I did.

I would like to give special thanks to Andy Bunce who not only provided a constant support to me in my internship but many an hour translating and Dianne who now and in the future, will be an inspiration to Brazilian young people and myself as a Community Learning Development Worker.

To validate the appreciation of volunteer's comments gathered from staff throughout the research study have been included;

S1: "I greatly admire those who have the courage to leave their country to do volunteer work, whether it be for six months, one year, two years or for whatever time it would be and stay a long way from their family, have to learn another language, congratulations!" (Audio Recording)

S2: "Just to thank the presence of the volunteers that are always helping ACER in some way with some kind of project so from the institution I would like to thank them." (Audio Recording)

Each and every one of you are a credit to ACER Brasil as an organisation and Brazil as a Country.

Agradecimentos

Gostaria de agradecer a todas as pessoas, funcionários, voluntários e jovens no ACER Brasil por seu contínuo apoio e amizade no meu 4º ano estágio, pesquisa e experiência de seis meses de Brasil. Sem seu trabalho duro, dedicação e compromisso eu não poderia ter cumprido as expectativas ou apreciado esta pesquisa estudam tanto como eu fiz.

Eu gostaria de dar especial atenção à Andy Bunce que forneceram não só um apoio constante para meu estágio, mas muitos uma hora traduzindo e Dianne quem agora e no futuro, será uma inspiração para os jovens brasileiros.

Para validar a apreciação das observações do voluntário reunidos de funcionários ao longo do estudo de pesquisa foram incluídas;

"Admiro muito aqueles que têm a coragem de deixar seu país para voluntário, quer seja por seis meses, um ano, dois anos ou para qualquer tempo seria e ficar longe de sua família, tem que aprender outra língua, parabéns!"

"Só para agradecer a presença dos voluntários que estão sempre ajudando a ACER de alguma forma com algum tipo de projeto por parte da instituição, gostaria de agradecê-los."

Cada um de vocês são um orgulho para a ACER Brasil como organização e o Brasil como um país.

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Appendix 1

University of Dundee

Ethical Approval for Non-Clinical Research Involving Human Participants

FORM B: Application for ethical approval for medium/high risk projects

Name	(Researcher name)
School	School of Social Work and Education
University e-mail Address	Researcher email
Title of Project	A critical evaluation of ethical dilemmas in the use of international volunteers.
Co-Investigators (with organisational affiliation)	
Projected Start Date	05/12/16
Estimated End Date	01/03/17
Funder (if applicable):	

Students Only	
Name of Supervisor	(Tutor)
Degree (e.g. BA, BSc,, MA, MSc, MPhil, PhD)	BA HON's Community Learning Development

1. Project Information

Please provide an overview over the research project providing a <u>short</u> explanation of the issues the project will address and why they are an important area of research.

The research that I intend to carry out will look at the ethical impacts of international volunteering in countries of less privilege than the UK, primarily Brazil (due to the internship being based in Eldorado, Diadema, Sao Paulo, Brazil and most volunteers originating from Britain). This is an important area of research for Community Learning Development as it allows us to better understand with a critical eye the social impact we can have on cultures outside of our own. This gives us opportunity to question our own motives in seeking international volunteering and whether they be empathetic or altruistic.

This also allows for there to be an understanding between the want to have a positive impact on impoverished communities and the ability to differentiate between employment, international development volunteering and voluntourism including the use of short term gap year volunteers and longer term career driven volunteers. I intend to question the

sustainability of international volunteering and drivers of being or recruiting international volunteers

What are the aims and objectives of the project?

Aims:

To provide a critical exploration of the ethics of international volunteering

Objectives:

To understand the drivers of recruiting international volunteers on the part of volunteer pairing organisations.

To understand the drivers of recruiting international volunteers on the part of the Non-Governmental Organisation (NGO) recruiting.

To understand the drivers of becoming an international volunteer.

To identify the perceived positive/negative impacts of international volunteering on the part of the organisation.

To identify the perceived positive/negative impacts of international volunteering on the part of the volunteer.

Max total participants- 12

All volunteers within the research will be at different stages of volunteering e.g.: new, current and previous volunteer to show a broad understanding of the volunteering process and perception.

Please describe the design of your study and the research methods including information about any tasks or measuring instruments (validated or otherwise) that you will be using. *If you are using non-validated instruments (e.g., surveys or questionnaires you have designed, interview questions, observation protocols for ethnographic work or topic lists for unstructured data collection) please attach a copy to this ethics application.*

I intend to use interviews within the research design to create answering from interviewees as unbiased as possible through the use of face to face interaction. Where possible all interviews will take place in person however as some of the volunteers will no longer be in Brazil, some interviews may need to take place via Skype. The main purpose of skype and face to face interaction is to be able to analyse the changing perception of volunteers throughout their volunteer process as previously discussed; new, current and previous volunteers.

I will record all interviews using a digital recorder where and when possible to ensure accurate recording of participant's views.

2. Participants

	YES	NO
Will your research involve children under the age of 18?		*
Will your research involve the recruitment of vulnerable participants (e.g., participants who are unable to consent or have a cognitive impairment or learning difficulties, prisoners or others in custodial care)?		*
Will your research involve participants with communication difficulties, including difficulties arising from limited facility with the English language?	*	
Will your research involve participants in unequal relationships with the researcher(s) (e.g., your own students)?		*

Please explain in detail how you intend to recruit your participants considering particularly any issues arising from answering YES to any of these questions:

> The recruitment of participants will be achieved through written email request of volunteer and staff participation through the use of The University of Dundee email account as detailed in the participant consent form. All emails will be written in the participants first language either English or Brazilian Portuguese and proof read by an interpreter prior to sending to ensure Brazilian Portuguese language accuracy.
>
> Staff who have a clear participation in the running of volunteer programmes and overview of the work they are involved in within Brazil with be approached to be part of the research. When interviewing Brazilian staff an interpreter will be present to ensure data and discussion is documented accurately.

3. Informed consent

	YES	NO
Will all participants be fully informed why the project is being conducted and what their participation will involve, and will this information be given before the project begins?	*	
Will every participant be asked to give written consent to participation?	*	
Will all participants be fully informed about what data will be collected, where and for how long it will be stored?	*	
Will all participants be informed who has access to their data during the time it is stored?	*	
Will explicit consent be sought for audio, video or photographic recording of participants?	*	
Will every participant understand their right not to take part or to withdraw themselves and their data from the project without giving a reason and without penalty?	*	

If the projects involve deception or covert observation of participants will you debrief them at the earliest possible opportunity?	*	

If you answered YES to ALL of these questions please explain briefly how you will implement the informed consent scheme. Please attach copies of the participant information sheet(s) and consent form to your application.

Consent to the intended research will be achieved through the use of a written consent form as well as accompanying information sheet. This will also be translated to the Brazilian native language of Portuguese.   All consent forms and information sheets will be provided prior and on the interview day to allow for maximum opportunity to ask any questions.

If you answered NO to ANY of these questions, please explain why it is necessary for the project to be conducted in a way that will not conform to the usual standards of informed consent (i.e., allow all participants the opportunity to exercise fully- informed consent). Please note that you can obtain consent by participation (e.g., in surveys or questionnaires) as a valid form of informed consent. If you plan to do this, you must explain this in the participant information sheet. Please attach (where applicable) copies of the participant information sheet and consent form to your application.

4. Confidentiality, security and retention of research data

	YES	NO
Are there any reasons why you cannot guarantee the full security and confidentiality of any personal or confidential data collected for the project?		*
Is there a possibility that any of your participants, organisations they are affiliated with, or people associated with them, could be directly or indirectly identified in the outputs from this project?		*
Will any personal or confidential data be retained at the end of the project other than in fully anonymised form?		*
Will it be possible to link information or data back to individual participants in any way?		*

If you have answered NO to ALL of these questions please explain how you will ensure the confidentiality and security of your research data both during and after the project. Please provide information on how long you will keep any data arising from the project.

All written evidence will not use original names of the participants but instead aliases protecting the identity of all involved. This will include the naming of job titles or volunteer agencies where the general use of NGO staff 1,2 or 3 and new, current or previous volunteer 1,2 or 3 will be the preferred identification of participant job or volunteer titles in order to be nonspecific and ensure complete anonymity.

If you have answered YES to ANY of these questions, please explain why it is necessary to breach normal ethical procedures regarding confidentiality, security and/or retention of research data.

5. Risk of harm

	YES	NO
Is there a risk that the project may lead to physical discomfort or pain for the participants?		*
Is there a risk of emotional or psychological distress to participants?		*
Will tissue samples (including blood) be obtained from participants?		*
Will the research involve psychological intervention?		*
Will the research involve working with any substances and/or equipment which may be considered hazardous?		*
Will any invasive or potentially harmful procedures of any kind be used (e.g., administration of drugs, placebos or other substances)?*		*
Will the study involve discussion of sensitive or potentially sensitive topics (e.g., sexual activity, drug use, personal lives)?		*
Is there a risk that the safety of the researcher may be compromised (e.g., lone working, working in potentially dangerous environments)?		*

* Note that research involving administration of drugs or other substances may require NHS REC approval.

If you answered YES to ANY of these questions, please explain the nature of the risks involved, why it is necessary to expose the participant or researcher to such risks, how you propose to assess, manage and mitigate the identified risks and how you plan to communicate the risks and your plans for mitigation to the participants. Please also explain the arrangements you will make to refer participants or researchers to sources of help or advice if they are distressed or harmed as a result of taking part in the project.

6. Risk of disclosure of harm or potential harm

	YES	NO
Is there a risk that the study will lead participants to disclose evidence of previous criminal offences, or their intention to commit criminal offences?		*
Is there a risk that the project will lead participants to disclose evidence that children or vulnerable adults are being harmed, or are at risk of harm?	*	
Is there a risk that the study will lead participants to disclose evidence of serious risk of other types of harm?		*

If you have answered YES to ANY of these questions please explain why it is necessary to take the risk of potential or actual disclosure and what actions you would take if such disclosures were to occur. Please explain what advice you would take from whom before taking these actions and what information you will give participants about the possible consequences of disclosing such information.

Within the participant consent form the disclosure of harm to interviewees or organisation participants is discussed making it clear if any disclosure of harm to individuals will be reported to a relevant ACER Brasil Managerial staff member to ensure safe guarding of vulnerable individuals.

1. Written statement of disclosure

2. Report of disclosure to appropriate ACER Brasil managerial staff

7. Payment of participants

	YES	NO
Do you intend to offer participants cash payments or any other kind of inducements for taking part in your project?		*
Is there a possibility that such inducements will cause participants to consent to risks that they might not otherwise find acceptable?		*
Is there any risk that the prospect of payment or other rewards will systematically skew the data?		*
Will you inform participants that accepting compensation or inducements does not negate their right to withdraw from the study?		*

If you have answered YES to ANY of these questions, please explain the nature of the inducement or amount of payment you will offer and the reason why it is necessary to offer inducements. You should also explain why you consider it ethically and methodologically acceptable in the context of this study to offer such payments or other inducements.

8. Voluntary participation

	YES	NO
Will you recruit students or employees of the University of Dundee or of organisations that are formally collaborators in the study and who will be in an unequal relationship with you or the researchers affiliated with the project?		*
Will you recruit participants who are employees recruited through other businesses, voluntary or public sector organisations?	*	
Will you recruit participants who are pupils or students recruited through educational institutions?		*
Will you recruit participants who are clients recruited through voluntary or public services?		*
Will you recruit participants who live in residential communities or institutions?		*
Will you recruit participants who may not feel empowered to refuse to participate in the research?		*

If you have answered YES to ANY of these questions please explain how your participants will be recruited and what steps you will take to ensure that participation in this project is genuinely voluntary.

I will be recruiting participants in international volunteering programmes, they will have the opportunity to leave the study at any point and will have full knowledge of voluntary

participation. There will be no financial or product gain for being part of the research intended to provide a true accurate representation of participant's views without bias.

By signing below, I declare that I have read the University Code of Practice for non-clinical research on human participants and that my research abides by these guidelines.

Appendix 2

A critical evaluation of ethical dilemmas in the use of international volunteers.

Dear Participant/ Participants,

You have been identified as being a relevant current/previous volunteer or NGO Staff member to the above research, the main purpose being to better understand the ethical implications of international volunteering. (Researcher name) the lead researcher is a 4th Year Community Learning Development (CLD) student under the supervision of (supervisor name) of Acer Brasil, Eldorado and Dundee University CLD Tutor (Tutor name).

Your participation in the study is voluntary meaning you can withdraw any statements or information given to lead researcher at any point in the interview process. There will be no personal identification of you within the research except when addressing either job titles such as NGO staff member or your stage in volunteering e.g. previous, current or new volunteer.

All information provided by you will be used for the purpose of an academic assignment. Further to this the information given may benefit the on-going development of volunteer programmes within ACER Brasil. The completed research report will be made available to yourself, ACER Brasil and maybe used in future publication.

Your participation in this research will be in the form of an interview, which is expected to take no longer than 30 minutes. All questions within the research will be provided prior to your participation to allow you to decide if you would prefer not to answer. Interviews may be recorded using an audio recorder however you will be asked for your permission before this happens.

All information gathered will be kept within an encrypted file ensuring participant anonymity. There are no known risks in the participation of this research, although if at any point the disclosure of harm to yourself or any discussed participant in the research organisation the researcher has an obligation to pass on sensitive information to ACER Brasil relevant managerial staff to ensure safeguarding.

(Researcher name) will be glad to answer any of your questions about this study at any time. You may contact her at (Researcher email)

By signing this consent form you are indicating that you have read and understood the Participant Information Sheet and that you agree to take part in this research study.

_____

Participant's signature   **Date**

_____

Participant's name

_____ _____

Lead Researcher: (Name)   Date

"I agree to the audio recording of the interview"   **YES   NO**

Appendix 3

Uma avaliação crítica dos dilemas éticos no uso de voluntários internacionais.

Prezado participante / participantes,

Você foram identificado como sendo um relevante atual/anterior voluntário ou membro do pessoal de ONG para a pesquisa acima, a finalidade principal de ser para melhor compreender as implicações éticas do voluntariado internacional. (Pesquisador nome) a pesquisadora principal é uma 4ª estudante ano comunidade aprendizagem desenvolvimento (CID), sob a supervisão de (supervisão nome) de Acer Brasil, Eldorado e Universidade de Dundee CID Tutor (Tutor nome).

Sua participação no estudo é voluntário significado que você pode retirar quaisquer declarações ou informações dadas para liderar o pesquisador em qualquer ponto no processo de entrevista. Não haverá nenhuma identificação pessoal de ti dentro da pesquisa, exceto quando se trata de cargos como membro da equipe de ONG ou seu estágio no voluntariado, por exemplo, anterior, atual ou novo voluntário.

Toda a informação fornecida por você será usada com a finalidade de um trabalho acadêmico. Além das informações dadas podem beneficiar o desenvolvimento de programas de voluntariado dentro ACER Brasil. O relatório de pesquisa concluída será disponibilizado para si mesmo, ACER Brasil e talvez no futuro usado publicação.

Sua participação nesta pesquisa será sob a forma de uma entrevista, que deverá tomar não mais de 30 minutos. Serão fornecidas antes da sua participação para que você possa decidir se você preferir não responder todas as perguntas dentro da pesquisa. Entrevistas podem ser gravadas usando um gravador de áudio, no entanto, você será solicitado para sua permissão antes que isso aconteça.

Todas as informações recolhidas serão mantidas dentro de um arquivo criptografado, garantindo o anonimato do participante. Existem riscos não conhecidos na participação da pesquisa, embora se em qualquer momento a divulgação de dano a mesmo ou qualquer discutido participou da organização de pesquisa o pesquisador tem a obrigação de passar informações sigilosas para ACER Brasil pessoal gerencial relevante para garantir a salvaguarda.

(Pesquisador nome), será um prazer responder às suas perguntas sobre este estudo a qualquer momento. Você pode contatá-la em (Pesquisador nome)

Ao assinar este formulário de consentimento, você está indicando que você leu e compreendeu o boletim de informações do participante e que concorda em participar neste estudo de pesquisa.

_____

Assinatura do participante data

_____

Nome _ _ do participante

Pesquisador principal: (Pesquisador)

"Eu concordo com a gravação de áudio da entrevista**" Sim   Nao**

Appendix 4

Definitions of Voluntourism and Volunteering

Voluntourism:

V4:"voluntourism for me would mean someone that literally mixes volunteering and tourism but more for the business side where by a company or paying a company to have a volunteer experience. But may, maybe in my experience does not reflect actual volunteering." (Audio Recording)

V5: "I assume it is about travel and then to do something good for the place you are traveling, immediate to the community you are visiting with. I would have imaged that younger generations are more involved in that especially gap year students." (Audio Recording)

V3: "More of a money-making scheme not the full adventure, being out of your comfort zone more based in travel." (Audio Recording)

V2: "Voluntourism I would say is more short stay volunteers and is usually in my head anyway...it's usually people who are about to go to uni or just finished college and maybe a bit younger…………that go to help on a more generalised project which isn't maybe a specific job skill they already have." (Audio Recording)

V1 "Voluntourism I would see that as slightly different (to international volunteering) where tourism means you are taking more from the environment I think. And you are perhaps more taking than giving……………. because it is about traveling and holiday you're on the outside." (Audio Recording)

International volunteering:

V5: "I would define international volunteering as going to a different country which is not your country or where you spend the majority of your life." (Audio Recording)

V4"I think it is to bring someone to a different country different culture, to give something that might not be immediately available to people so things that people might not have immediate access to." (Audio Recording)

V3: "A way of helping and increasing your own cultural awareness." (Audio Recording)

V4: "I would say it is a length of time someone from a country would go and volunteer in another country on a designated project." (Audio Recording)

V5: "traveling overseas working with a charity an NGO and not getting paid like money." (Audio Recording)

Appendix 5

Volunteer 1

How would you define international volunteering?

Ehhhh traveling overseas working with a charity an NGO and not getting paid like money.

who would you define voluntourism?

Voluntourism I would see that as slightly different where tourism mean you are taking more from the environment I think. And you are perhaps more taking than giving. I think it is more about taking from the environment because it is about traveling and holiday more your taking and you're on the outside your taking from where you are going. Were as I would like to think with international volunteering you are giving back, I mean you do get as well you definitely do but your, with tourism the main aim is to have a holiday.

What would consider your experience at ACER volunteering or voluntourism.

Volunteering, because for me voluntourism sounds like a short-term thing you know if I was here for two weeks I would say voluntourism because I am a tourist in the environment but I'm here for 6months and I feel like by living here and emerging in the environment I am living here and less of a tourist.

When did you first consider international volunteering?

It's actually something I have wanted to do for a long time like 17-18 it's something like that. I liked the idea of traveling as well and always though volunteering is a good thing to do but for me it was really important where and what work I was doing. It being valid for me to be going not just picking something random and just going. I need to be doing something good there as well as get something for me there. Em yeah so, I didn't really have things that I massively wanted to do and so I found out about the art projects and the different things they do and a real charity that I had an interest in helping even just being here I have been made aware of a lot more like projects that are here.

What where the reasons for you considering international volunteering?

Em I think it is the combination of being to live internationally and that was a big thing I wanted to do, I really wanted to live internationally. Personally, that was one of the reasons. Also, experience a new culture and not only from a surface level. Really try and experience it the whole package from being there for a longer time, from emerging myself and being able to build relationships with the children. Building up relationship that was really important for me and I knew I needed to be somewhere for a longer period of time to build those relationships.

Em I wanted to learn another language and I knew living somewhere where they speak a different language everyday would make that much easier than trying to do it after work every day. In term of work as well it's a dream job I could hope for its the experience I am getting here that I don't think I could get anywhere else I don't think. Setting up my own work shows designing what I want to do, I think it quite rare in England. And I have never had that experience and it has given me a lot of confidence that has made me think maybe there isn't the opportunities to do that in England but what is there stopping me from setting it up?

Yeah so reasons where to get experiences for myself career wise and travel wise and see the world culturally.

Why did you choose Brazil as the country that you wanted to volunteer in?

Emmmmmm, I didn't actually choose Brazil. It was the charity and when I first spoke to the charity they had a project in Ecuador but that unfortunately had finished by the time and they had kind of set it up so that it was now self-sufficient. where they were managing it themselves but here at ACER they weren't at that point. For me I had already decided on the creative side and that is my passion so it didn't really matter where it was. Quite open minded in that really.

Had you or have you considered the ethical dilemmas before arriving in Brazil?

Yeah, it played on my mind a lot and I was really conscience of it to be honest I thought I had to justify it, you know this organisation is really good I am going to be working hard I'm not just going there and sort of like jumping on someone else programme. I am going to be setting this up I'm going to be doing the work. And I felt I had to justify myself on how hard I was going to work. Yeah and I still feel a little bit funny about it because it's, because it is tricky one because this is something that could be done by someone else someone here. But I'm not getting paid so then I think I'm not getting paid so people here will probably need to be paid so. Makes me feel a bit better about it.

And also, the guys that work here they are getting paid so they have job and so the art classes are an additional thing on top of that we aren't taking away from what is already happening here. Where just adding to it so I don't feel it is a bad thing. Although it is something I am very conscience of because I have had friends that you know would go somewhere for one day and then they would be like oh I volunteered here and you know if you really cared then you would spend a bit longer. Yeah, I was really conscience of being one of those people.

SO then did you research the project and the community before arriving in Brazil?

Em I researched the project and the charity so on Facebook there was the pictures of all the work and projects going on in ACER. As well with the charity itself (Articulate) they invited us on information days and to their headquarters. And we had like a meeting and asked loads of questions and we met Jonathan the founder and got to ask him lots of questions so that was good because I kind of feel involved in it before you go there. In terms of the city Eldorado I didn't do much research other than google maps, I looked at google maps a lot. Trying to sus out where it was visually and the like I didn't I donna like look at news articles or like just cause before coming I didn't have the level of language to research things.

Did you speak Portuguese before arriving in Brazil?

No, I had lessons for three months before coming maybe longer but I only really found the good teacher that I had in the last few months before coming. I feel like I would have been better at the Language if I had, had one on one lessons for longer. And to be honest before coming I did think I could speak a bit but what with nerves and environment and actual real Portuguese people speaking I realised that I could really.

How has this effected your experience?

Em I thought it would impact me more negatively to be honest. I thought it would be really hard for me run the lessons, like I thought that the kids would take advantage of me not being able to understand everything and being unable to speak and I thought that the other staff people might not make any effort but I haven't really felt that. So, I felt that all the staff here have been really open and helpful to asking questions and you know I have only recently arrived so I don't know how long that will last.

But people are really open and receptive and I feel like when I make an effort people make an effort back which is really nice. And as for teaching with the kids I kind of learn what I need to learn then figure it all out. There has been negative time like when we had a meeting with all the staff I got really over whelmed because I didn't understand anything and I felt what is the point because I can't understand anything. How am I going to be able to do what I am supposed to be doing, and your head sort of runs away with you and you start thinking like oh is it really worth being here because I can't speak the language and then you leave the meeting and you think no because I am doing the lessons, I am speaking to people every day getting better and better. The kids leave the workshops having do a lesson that I have ran so, no you are doing your job and that is good. But yeah, I guess you can always think like I could have learned more but you know I was working fulltime I was working really hard to try and do the experience so it hard.

What was your first impression of the community you have lived in while being in Brazil?

My first impression was it quite like cosmopolitan or like built up. So, I hand expected like over populated, I hadn't imaged or anticipated all the big shops like the super market and like all of the pet shops and all the like amenities to be there thought that it would be a bit of a harder life to live. I thought it would be a bit more like harder to do things. I mean it's not easy but I had expected it to be worse. And I hadn't expected it to be so busy.

It says how long did you spend in Brazil but I spouse we can ask how long have you been in Brazil and how long do you expect to stay in Brazil?

And what part of that is going to traveling and what part is going to be traveling?

I have been here, I arrived in January so I have been here a month and a half, so I will be here another 4 and a half months then, yeah. God times goes quickly.

Okay so the time I will travel, I'm going to go away for carnival and another two weeks. And then I hope to use weekend here and there. 80% volunteering 20% traveling.

I will try and go away every weekend. em its very much for me I want to be able to complete my work Monday to Friday. Then at the weekend put my energy in to getting to know the culture because for me it is very specific environment to be in so it is nice to get to know that. Yep.

So, what projects have you been involved in while you have been at ACER?

There was the holiday project where I helped with the arts activities and there was a trip to an art museum which I think was part of the holiday project and then other than that there has been working with the other staff and going to see other workshops and yeah two different dance workshops and I have been doing my own art workshops and English as well.

So far has there been any memorable positive participants impacts that you have seen while working here at ACER?

Emmmmmm other than seeing the children happy at the end of it and then knowing like this is why I am here. But it has been really satisfying to see the children focus and really engage in activities for like an hour. So, I count that as a step to success.

To contrast that are there any memorably negative experiences of your volunteering so far either for yourself or the participants?

Emmmmm I don't know for the participants I haven't felt any negativity from the children if anything they have been way more receptive like to learn English words and to help me learn. I would say maybe in this environment you maybe doubt yourself more than you usually would because you aren't complete sure of the language. It's sort of like you're not your strongest self because of that and that's sort of a learning process its self and you have to learn from that.

Have you face any personal ethical conflict while volunteering at ACER?

Personally?

Ehhhhhhh no, not that I can think.

Have you any other comments?

That I just feel pretty welcomed here I don't feel like there is any judgement, but I have always thought that you should be pretty open with things and not like a lot of people would do international volunteering to be like oh yeah I have been a good person" and I don't think it's all about that. It's a mixture. Along as you're not doing any harm then I don't think there is any problem with it.

Appendix 6

Volunteer 2:

Before you arrived, what was your profession outside of Volunteering?

It was a heritage assistant working at Nottingham castle, in the UK

How would you define international volunteering?

I would define it as..........

sorry this is before you arrived...

Before I arrived, I would say it is a length of time someone from a country would go and volunteer in another country on a designated project.

Ok, before you arrived how would you define colourism?

Em, Voluntourism I would say is more short stay volunteers and is usually in my head anyway...it's usually people who are about to go to unit or just finished college and maybe a bit younger. And it usually, I guess it's less, I don't know, it's less in my opinion it is......more young people that go to help on a more generalised project which isn't maybe a specific job skill they already have.

What would you consider your experience at ACER, volunteering or voluntourism?

I would say it would be volunteering purely because I have been here, or I will have been here a year from the previse experience like work experience it is something I had sought out specifically as it was something I had already done. Not really in a voluntary capacity but in my work, professional jobs I had already done art workshops.

When did you first consider international volunteering?

Emmmm.... So, I guess it would be a year after I graduated, so I had had a year of work experience in art workshops independently and I was kind of looking at ways to do this, carry on doing this within an organisation and charitable organisations and that's how I found out about this volunteering that happened to be international.

Emm....What where the main reasons for you considering international volunteering?

Emmm...I guess mainly because I had finished uni had, had a year of doing specific art workshops but I didn't really have a specific goal or purpose to it. It was just doing it independently and freelance. So, I was kind of looking for a specific avenue to continue doing it and I suppose selfishly I wanted to travel and I wanted to move away from England.

Why did you choose Brazil as the country you would volunteer in?

For me it was less that I decided the country and looked for the organisation around Brazil it was more that I found what's now Articulate, was then CMAP but is now articulate and got InTouch with them and contacted them to see what opportunities they had. Then the only vacancy that they had was in Brazil. So, it was more lead by the organisations work than by the actual country.

How did you find out about ACER? If a company/charity what company/charity and why?

So again it was through ARTICULATE so I already knew someone that had gone to the same university as me previously graduated a few years before I did and after finishing unit

we did a project together with one of the university tutors and she had actually volunteered herself on another project run by ARTICULATE in Equator so she put me in contact with ARTICULATE the organisation and that's how I found out about the organisation I didn't know about them before talking to a past volunteer who was sort of in the same professional field that I wanted to be in.

Have you or had you considered the ethical dilemmas of volunteering before arriving in Brazil?

Yeah, I think especially as it got closer to me arriving here, mainly sort of the definition of voluntourism and trying to make sure that what I was doing here in Brazil didn't fall under something that I wasn't comfortable doing.

Did you research the project and community before arriving in Brazil?

Yeah so, the main research that I saw and that was through ARTICULATE and ACERS website I mean it was kind of difficult, I mean I could speak to Andy who was already here but I didn't have too much information or that about ACER. I had a lot of information about ARTIULATE in ACER but maybe I would have liked to know more about ACER as the organisation its self-separate to what ARTICULATE does within it.

And the Community?

And the community I guess the same again, all my information was from Andy really who was already here and had been here maybe two years two and a half years before I got here. So, all that information was through someone else. I didn't really have the opportunity to find out for myself before arriving here.

Did you speak Portuguese before arriving in Brazil? How did this impact your experience?

I had lessons for 6months before I came here and although those lessons obviously helped me learn quicker I would say when I arrived I had very basic Portuguese and I think that really is a hindrance when you get here as you don't get a feeling of being involved in the community and involved in what you are doing and I guess it is a lot more difficult to form professional relationships with people at ACER not so much with the kids as they just enjoy the activities and for them it's not really on the same scale. Although with staff and people at ACER its quite hard to form those bonds if your Portuguese is still very basic.

So, this is more about while volunteering in Brazil so that's like now and your experience of it.

Yep

What was your first impression of the community you lived in, in Brazil?

Em first impressions.......I suppose my first impressions where.........it's hard to say now because I have been here so long. I suppose it's kind of what I expected and not at the same time. I guess I found people more understanding about the Portuguese not being able to speak Portuguese in my general day to day life. It was hard to say because I didn't have that much information on the community before coming here so it doesn't really have a comparison to make. When I first got here it was just getting straight into the work that ACER did so I suppose when I first arrived my only really experience of the community was through ACER.

How long have you spent in Brazil? What part of that was traveling and what part volunteering?

How long have I spent here already that would be ten months out of a yearlong placement? I would say that all of it has been, you mean in Brazil?

Yeah

Yeah, so I would say all of it has been volunteering, expect I have two weeks coming up to go away traveling which has fallen during the holidays anyway here but I haven't had any holiday time here.

What projects where you involved in when volunteering with ACER?

So, my projects have been the ones that articulate run, so the art lessons and the English and art classes. When I first arrived, I didn't have my own classes, I went to a few sessions that teachers at ACER where running like the braceros and guitar. But my own lessons have been more the English and Art lessons.

Of the projects, you have been part of since you started have you completed them?

Yeah, yeah; So, I started doing the English lessons like a month after I got here so that has run 9months? 10months? But that's kind of the end of those classes as well as the art classes is when the end of ACER workshops finish also for the end of the year. So, when I finish the classes that is when the other classes at ACER where having their graduation and stuff so I have kind of done that.

Is there any memorable positive participant impacts you achieved while at ACER?

Within feedback I have had?

Yeah feedback and procession etc.,

Yeah, I think mainly the feedback I have had from people within, just like responses from like kids after the art lessons. So, things the kids say or.......so a girl in my art class we were making lanterns and she was really enjoying it and she said school was really stressful and home life was really stressful but coming to art class let her relax and enjoy the art class. Which is obviously the main purpose of the volunteering placement to provide that space. And then also the feedback especially the English classes has been really positive from the kids and also their parents. So, we have been able to be involved in three of our young people getting a scholarship to the English school which obviously is a good thing as it is very expletive and very highly regarded as a good English school so that was amazing. And also, comments from parents regarding the English classes and also the trips saying that, they have written on Facebook that they are really grateful for the trips the kids have gone on and that it's important for the kids to have that opportunity. So.....Yeah.

Are there any memorably negative experiences you remember about your volunteering experience for yourself or participants?

Really negative? I suppose certain behaviours? Do you want generally or specific?

I mean you can say either generally or specific as long as you don't say anyone's names.

Okay I will say generally......running the workshops independently and coming across challenging behaviour I suppose I hadn't come across often. These specific time happened very far in to the volunteering so I had already been here nearly 9/10 months before these things kind have cropped up so my Portuguese was good enough to deal with it and it was it

wasn't as big of an issue but had that happened when I first got here it would have been a completely different story and I wouldn't have been equipped to deal with that so I guess that's not really something you can predict either. That's not something that you know will happen in the first month of you being here or whether it will be in the 11month of you being here so times when you might have that and you might not have it at all. So yeah that was I guess a negative thing in the terms of my own stress levels It was like how the situation was handled and it was all fine and I got support from the staff at ACER there but it was quite a challenging thing for me to deal with and be able to ask for help with to feel like I hadn't failed at the placement.

Have you face any personal ethical conflicts regarding international volunteering while you at ACER?

Yeah, I suppose so, I think it is important to question what you are doing as a volunteer so it doesn't just slip into kind of taking what's, kind of thinking of what you are doing and not taking everything at face value like when I was doing my own workshops. does that make sense?

Yeah

Like not just thinking cool well the kinds like them and just think well what you are placed in these kids' lives because you are here every day they interact with you every day so whatever you put across has a lasting impact on them.

So, I suppose just kind of thinking about your place in the community and making sure that it is helpful and making sure you aren't crossing lines and that you are doing something which is unquestionably good just because you are volunteering thinking beyond that because you are doing it for free so oh yeah, its cool but to make sure what you are doing is actually helpful.

So, this bit is on departure but some of the questions will still relate to you because you are finishing up with your English and Arts and there for this is the end of them we can ask you some of these questions ok?

Yeah.

On reflection of your time volunteering do you feel that ACER and ACER participants benefited from your participation in their volunteer programme?

Yeah, I think the most kind of evident one is from the kids from English the class being given the scholarships to the ENTRY school and that was a real positive gain for them and I think that being able to do that as an incentive was a really positive for the other kids as well. And I think generally the kids enjoy the lessons so, just on the day to day feedback that they give back about things that they have enjoyed and finishing up with the exhibition was a really good thing and they got lots of really good feedback from staff member and that was really positive end I guess to those lessons. But again, it hasn't been a real formal way to gage that the only feedback I really get is what people say to me I guess. So, I think it has been positive I would say it has been a positive thing.

Has your experience at ACER volunteering benefit you? Things like cultural understanding, language.

Yeah it has definitely benefitted me and I think its. Yeah, I think I have learnt a lot of things that I can put into place and I think I have built on the degree I have within Arts and skills that I can use within that. In a professional way as well learning to deal with different things that

might be happen within working with kids and general confidence building learning a new language didn't think I would be able to do that. So yeah, its definitely been a positive thing.

Did you achieve what you had hoped for when volunteering?

Yeah I think before I came I had training with ICYE about things that might happen during international volunteering like culture shock and we had to write a letter to our self's about what we wanted to do why we wanted to do volunteering to our future selves and they posted that 6months after being here and I think that was a really positive thing to get that in the post and if you have done art workshops with the kids and they have enjoyed them that is the main thing I wanted to do and then I have achieved that so yeah definitely, definitely.

Would You consider International volunteering again in the future?

I would and I wouldn't I think there are things that you obviously don't know unless they are going to happen to you when you are an international volunteer. Although I think it is a lot better to do a longer placement like a year or more than a year to make it actually worth the benefits yourself and also for the community. It's also quite draining and especially within where we are now working and living we are all in the same place and it is quite tiring and I think there is also quite a lot of being a volunteer I don't know if it is from me personally or whether it is my own work ethics or I feel like you can't have a break because you are a volunteer and here so there is no kind of limit on to how much hour you should do there is never a time that you are kind of finished for the day. Especially living where you work so if I was to do international volunteering again I think there would be much more consideration into where about, about the work its self and community but also about how it affects you as a person in terms of just your general mental health I suppose.

And lastly any other comments?

Not that I can think of.

Appendix 7

Volunteer 3

How would you define international volunteering?

Eh I would define international volunteering as going to a different country which is not your country or where you spend the majority of your life.

How would you define voluntourism?

Eh I guess voluntourism for me would mean someone that literally mixes volunteering and tourism but more for the business side where by a company or paying a company to have a volunteer experience. But may, maybe in my experience does not reflect actual volunteering.

What would you consider your time at ACER volunteering and voluntourism?

Volunteering

When did you first consider international volunteering?

Probably after or around the time I was finishing uni I think I was about 22. Emmmm and it was kinda a thing I was interested in and more specifically because it was something one of my friends had done. And then she said how good it was and she was really encouraging to go.

What where the main reasons for you considering international volunteering?

Emmmmmm.......... to volunteer and do something good. To leave the u, to travel to have new experience in a different culture outside of my own. And to have a bit of a more interesting life experience than volunteering in the UK>

Why did you choose Brazil as the country you would volunteer in?

Emmm I guess that from the UK I wanted to travel quite far so I wanted to travel outside of Europe so that meant that I was going to go somewhere culturally quite different which obviously isn't hard in the whole world but what I mean is like America I wouldn't have found quite culturally different. So, then I guess it kind of came about, about the opportunities that where about and during pre-existing volunteering opportunities that excited and for me that was with arts. So very specifically it and there was limited pre-existing experiences for specifically art. So basically, the options where quite limited and Brazil was one of those.

How did you find out about ACER if a company charity what company charity?

Found out about ACER through Articulate which at the time was CMAP and essentially like I said they gave the opportunity to do volunteering within an art context. So, articulate worked with children doing art. So, the things that I found there wasn't much pre-existing easy options. But one of those was Articulate so they at the time had opportunities in Brazil and then gave the opportunity to stay in Brazil and gave that option.

Have you been had you considered the ethical implications of international volunteering before coming to Brazil?

Yes, yeah it was something I thought about a lot.

Did you research the community that you were going to live in before coming to Brazil?

Yeah, I did. It something I really did consider a lot and I did consider the different options a lot especially because you have so many of the voluntourism companies that like that you pay them money and you go somewhere. When you look up opportunities they come up a lot. That was something I knew I didn't want to do. It was a bit like ethically, morally odd to me. To go and be an international volunteer not that I consider that it shouldn't be done, just that there are a lot of things that should be taken into consideration, So I wanted to be clear in what I wanted to do and something that reflected my point of view in that something that was ethical and there was a need for it and was culturally sensitive. Yeah something that I investigated a lot and something that why I came with who I did. As much as I wanted to do art it seemed with Articulate it satisfied my ethics and personal feelings about international volunteering.

Did you speak Portuguese before arriving in Brazil?

No, I had Portuguese lessons as soon as I knew I was coming to Brazil like because I had an interview 6months before arriving. So, I started having Portuguese lessons. So, from that aspect I had some Portuguese but I didn't speak Portuguese. It impacted my experience, because I would say it's the most defining thing cause as much as its personal kind of challenge and journey. Even sort of leaving your home and leaving your country and finding yourself there and having to get someone to talk for you I think is probably, one of the things that most defines your experience because it most defines your ability to create and build relationships and interact with the people you are working with and the people you around connecting with them.

What was your first impression of the community you worked in?

Emm my first impressions where..........really long time ago. I think it was like business I remember walking down the road and having to watch out for all the cars and so much movement and so much people. Em.........so, yeah, I think my impression was the busyness.

So how long have you been volunteering in Brazil?

What part of that has been traveling and what part of that has been volunteering?

I spent almost to the day 2years and 3months. In Brazil. I mean I work really hard I work a lot of hours and it's not just like I do 9-7pm its kind of like whilst I'm at ACER I am always working. I maybe stop an hour or two before I go to bed I stop and watch a film or whatever. So yeah I kind of work all the time. I don't know what it would be as a percentage. would say like working 97%. I mean I have travelled like I have taken little breaks but in that was kind of just like reflecting the work I have done, the same as I would in the UK like have two three weeks off a year just as holiday. So, in my case it would be like I have never really travelled for longer than a week.

What projects have you been involved in while volunteering in Brazil?

That will be a lot...........

So basically, in the beginning I came from Articulate to do the art activities. So basically, this meant just running the normal lessons each week which included the art and English. And as I have been here longer I have tried to develop these into bigger projects. So, the first bigger project I did was the photography project and then the origami project where we sent origami to Japan. Did like t-shirts, screen printing, did photography, did graffiti project doing graffiti techniques. Em and then I have always taken alongside that take kids on day out and things like that. And then after that almost going on two years. So, I started working with Sara then I was on my own for a year and a half. And then so (volunteer) came and I

became more sort of a manager or supervisor to her so I was like training her up to take on the projects I had started. And then she took over responsibility for the lessons which gave me space to take on projects that where more and supervising her. Like the mural projects that I do which is eh one complete one of those in ACER and one in Rio and one in the courts in Eldorado and I have two more for the courts to paint which I have been doing in the background. Besides the Articulate work, I have been here to help with lots of projects that happen here at Acer so I have done a lot of things for them like helping out with events and big things they do and like fundraising in a local school. I did like exhibit a lot of the work from the children and they have had seminars and I have helped organise them and so it has been a lot of stuff.

Out of the things that you have been involved in have you completed those projects?

I guess so in a sense, say obviously because I am still here I am still working on projects that are going on. Out of the work I have been part of a lot of them have been finished.

Are there any memorably positive participant impacts that you have achieved while at ACER?

Em yeah, it would be kind of hard really to quantify it because, I'd say it is hard to quantify. As in me impacts on me?

More on the participants and yourself?

As in for ACER and the activities?

Yeah.

Oh okay, I think the most memorable are sort of developing relationships with participants. And so, that like I always enjoyed in in classes and even now when I am doing less face to face time with the children and young people. I have enjoyed developing relationships with them in the sense I have been able to give them more than just weekly activity. So, like getting to know them and what they enjoy, what would benefit them and sort of like in the future come up with ideas that they would enjoy or benefit from. Like obviously (Youth Person) who had lots of different interests and so most recently showed an interest in cooking and therefore done quite a few things to nurture that interest and support it. And other things like another young person who came to the art classes and she enjoyed them but she was most interested in dance so I managed to arrange a visit to a dance school in Sao Paulo, which was the most prestigious dance school in Sao Paulo and we got to take part in a class. So, for me those are kind of like the things I am most pleased with. I mean it would be hard to say from the perspective of the participant and how that affected them but for me that sort of work I was most pleased with.

Is there any memorially negative experiences that you remember about your volunteer experience. I suppose for yourself or the participants?

Emmmmmmm......................The side of participants not really. I mean the only thing that I can think of is forming relationships and the volunteer leaving. But obviously, I have been here a long time so I have known different volunteers that have come and stayed and left. Building relationships then leaving, but on the, I would say potentially a negative thing but on the whole I would say it doesn't seem to bother them that much they don't become attached to one volunteer too much then.

For the volunteer on my side I think it just like I don't know if there has been anything specifically negative it's just like life. It's like living in ACER in the house with other people in

the centre. It's like super intense, a lot of it, I kind of compare myself to other people it hasn't affected me as much as other people but I don't think I would have been able to stay as long if it had affected me as much as other people. It's not to say it doesn't effect. It doesn't affect day to day life but it might affect, it is a part of the experience I mean the intensity of it. Which means after 2 years and three months I am kind of ready to move on.

Have you faced any personal ethical conflicts while volunteering at ACER, in Brazil?

I'd say only in like analysing the situation. I would say I have come across a situation necessarily that I like, there is so many different aspects like. Can't talk about it all it would go on for ages. Like you have come from a different country to this country to volunteer there is already a decision there that my economic place in the world is that I have an opportunity to do this but also cultural and social, political point of view is that I want to leave the UK and go to another country and leave the country. But for me I know I have already volunteered a lot in the UK so I was kind of more like a personal thing I wanted to do. to live in a different country and sort of learn different culture. Kind of like giving you don't want to be like, like the rich foreigner kind like working with poor people. It's not that I think like that but it's something that sort of like informs your decision so there is loads of different stuff. And stuff like you are in the community and you can afford to travel and I can't travel so then I have always felt when I have travelled when I have gone a bit further like the North East of Brazil I kind of felt like there is a distance between you and them. But then also I feel like a lot of that stuff is like you can't pretend like that is not a thing. I can't pretend I am not from the UK, I can't pretend that I am not going travel when I can, if I was kind of pretending that would be more false than pretending who I actually am. I think we tread on egg shells with this a bit, cause sort of in the same way people are different and I'm not from here. But the way I like to think about it is although I'm not from here I am not from this specific community I wasn't born and raised here, I'm from outside that could be Sao Paulo, it could be another state, it could be from another country, it could even be from the other side of the world. As it happens I am from the other side of the world and the way I see it is that I am just one human being wanting to help other human beings whether that be in my own community just down the road or somewhere in Brazil. Obviously, there are social and economic differences but the end of the day I feel like I am just a person that want to help other people do certain types of stuff and that's who I kind of see other volunteer and always seeing other people and seeing other types of opinions. I feel like for me and being here for such a long time a that's like a consciences decision to make my work more sustainable and part of Brazil. And put a lot of my time and life into working, em but it is interesting to see when other people come and see what they perspectives are its interesting how other people view the experience.

Appendix 8

Volunteer 4

How would you define international volunteering?

Em probably a way of helping and increasing your own cultural awareness.

How would you define voluntourism?

More of a money-making scheme not the full adventure out being out of comfort, zone more based in travel.

What would you consider your experience at ACER, volunteering or voluntourism?

Eh volunteering, because I spoke Portuguese it was easier for me and I could volunteer better than some that only spoke little a little like English speakers, I didn't really know the difference before starting volunteering.

When did you first consider international volunteering?

Before leaving school

What where the main reasons for you considering international volunteering?

Eh to travel and do something worthwhile while I stayed in one place getting to know it for a longer period of time. So, the culture, community and just the people in general.

Why did you choose Brazil as the country you would volunteer in?

Because it was something different especially culture. Although it was kind of similar to what I already knew because I am half Portuguese.

How did you find out about ACER? If a company/charity what company/charity and why?

I did a lot of research online and found it through Oster world. Oster provided volunteering for long periods of time costing around £2600 for 6months. From this our accommodation was paid and lunch Monday to Friday ACER also gave us £150 Reals a month from any funding we had raised and then that just left you having to buy your own flights.

Have you or had you considered the ethical dilemmas of volunteering before arriving in Brazil?

Yeah, I did, definitely. I thought about crime rates, social barriers and cultural differences a lot. Although I also though every country has difficulties that effect society in some form.

Did you research the project and community before arriving in Brazil?

I did a little like research the area and the web page but I didn't know exactly what I was coming to, I just wasn't really sure what to expect.

Did you speak Portuguese before arriving in Brazil? How did this impact your experience?

Yes, If I hadn't been able to speak then I think would consider it more voluntourism that volunteering.

What was your first impression of the community you lived in while in Brazil?

After arriving there where police raids, so my first impression wasn't great. But the people where great and really welcoming they really helped me to get involved. But there wasn't really much planned for us so it was kind of up to us how much we wanted to do or what we wanted to do.

Your kind of had to establish yourself make yourself known and tell people what you wanted to do which was a little bit hard especially for those that never spoke any of the language.

How long did you spend in Brazil? What part of that was traveling and what part volunteering?

I think I spent about 3months in the Project, spent New year Ecuador, then another month in Argentina and 1 more month traveling Brazil.

What projects where you involved in when volunteering with ACER?

Well as I said we were kind of floaters, helping out family days out, cooking class and the main project, nothing solid was really planned although we did do cooking and people seemed to really enjoy that.

Did you complete the projects that you started as a volunteer?

Yeah, I didn't really know what to anticipate and most of the time just did what I set out to do.

Is there any memorable positive participant impacts you achieved while at ACER?

Yeah well one, we kept in contact with some of the community and are still friends on Facebook and stuff as well having done the cooking class which went down so well the next volunteer did it after me. It was good to hear I had started something that people enjoyed and wanted to continue.

Are there any memorably negative experiences you remember about your volunteering experience for yourself or participants?

Not so much negative but I remember going out and hearing stories first-hand about drug addiction and things that happened in the community. Not so much with the organisation though.

Have you or did you face any personal ethical conflicts regarding international volunteering while you were/are at ACER?

No none, in terms of Sao Paulo as a city there where a lot of protests that where going on about politics and their ethics. So, that kind of made us understand the city and country a bit more and their ethics.

On reflection of your time volunteering do you feel that ACER and ACER participants benefited from your participation in their volunteer programme? How do you feel they benefitted or didn't benefit?

Yes, I do because I took the initiative I did start my own class. but because there was no plan it could have been different and I could have been left not doing much if I hadn't start that class.

Did your experience at ACER volunteering benefit you? (e.g. employability, cultural understanding, language).

I think I have always had my own independence, this did though increase my cultural understand and on paper it looked really good for me. I knew it could help me with job and things like that.

Did you achieve what you had hoped for when volunteering?

I think I could have taken more but then again there was no direction or structured plan so we took what we could from it.

Would You consider International volunteering again in the future or have you volunteered internationally since? Why?

I think I would, but for example I wouldn't really want to do the fundraising method more through a company and money raised or funding by them.

Since I did volunteer in a hostel in Europe for a little while it meant I got a free bed for helping with reception and other things.

Any other comments?

All I can say is that not knowing the language would have made the experience very different for me. Other volunteers where worried about leaving because they didn't know what people were saying and because I knew the language I felt happy to leave and just get the bus into the city. Like I said I think it would be different.

Appendix 9

Volunteer 5

How would you define international volunteering?

It's a big question I know.

How would I define it? In terms of what I think it means?

Yeah or from your experience or em yeah, I suppose what you think it means.

Ok well, I for me what it means and I suppose it has to do with my experience as a volunteer and what was asked of me the first time I came because the first time I came with Articulate and what was expected of me, so what I think it is to bring someone to a different country different culture, to give something that might not be immediately available to people so things that people might not have immediate access to. In my case, it has been that to bring to in this case ACER brazil a particular set of skills and to share those skills with people in the community. Children, young people, adult's skills that they wouldn't normally have access to.

And do it voluntarily. So, that's what it means to me in the context of what I have done.

Obviously, we have had a lot of discussion but we will go on to what would you define voluntourism?

Right, I don't know much about the topic of voluntourism I have heard about it but I don't quite understand because it's not an experience I have had or I have not come here with that sort of idea. I assume it is about travel and then to do something good for the place you are traveling immediate to the community the visiting with. I would have imaged that younger generations are more involved in that especially gap year students. Personally, it's not something I would do, I wouldn't sort of use that as a way to travel, I would focus on the work which is what I have done from the two times I have been here.

Ok, what do you consider your time at ACER international volunteering or voluntourism?

Would you consider it more volunteering or more voluntourism?

Yeah, we kind of went into it, I would say volunteering! I would say volunteering definitely it is very specific, I looked into before I approached Articulate or it was Cmap before, Before I approached them before I came here, I was looking at other institutions. I was looking for a way to use my skills. What I would find was something very broad you wouldn't know what you were doing you would go and then you would be painting a wall, building a house, cleaning, possibly teaching. So, you wouldn't know, it was very uncertain and never really wanted to do that I wanted to use my skills and what I can give and create some value with that. I think what I have done and what I have been doing in volunteer and volunteering a very specific set of skills. Which definitely not voluntourism, which I think voluntourism is for me very much still about traveling. So, traveling first and the volunteering is a way to do it.

I think you went into it a wee bit already but......

When did you first consider international volunteering?

Well I was living in London and I was pretty much fed up, I was tired I had been there nine years this time because I had been there before for four years and I was, I had done all my studies I had finished my MA I had stayed 6years after doing my MA and really going

anywhere. My life was not moving, I felt like my life wasn't moving forward in any direction that I was particularly interested in and I felt I had all these skills I had textiles, I had costume, I had you know costume design and you know visual arts you know I had all these skills and I wanted to create some sort of value with it I wanted to do something positive to do with it, me Brazil was not my first choice, I thought about Latin America, well I looked in Africa I looked in India. Latin America came last, I looked at different organisations and by chance I came across CMAP which is not Articulate and they were asking for volunteer arts educators to come to Brazil or to come to Ecuador, I chose Ecuador to be honest I didn't choose Brazil. And probably the easiest choice would be Brazil because I spoke the language but I wanted to go somewhere where I was at the same level as every other volunteer if I had to learn the Language I would be the same I know it only Spanish they are very similar but still I wanted to be on the same position as other volunteers.

Although when I went to the interview with CMAP they kind of pushed me toward Brazil because they said well it makes more sense because you speak the language and I did and it was a little bit more accessible in terms of finance because we had less to raise in terms of funding.

It was much easier than Ecuador in that respect. I basically wanted a change in direction really badly. I felt like I needed to move out of London and I need that Bridge. In to the next stage of my life and volunteering was that Bridge.

So, I think you have covered that, so the follow on questions a lot of the time you are going to be covering them in previse answers.

Yeah absolutely, yeah

So, the next one is, what where your main reasons for considering international volunteering.

I mean I did a lot of volunteering in London which is where I lived at the time I was a citizen I lived there. I think, I mean it's that thing that we discussed at the beginning if you live somewhere and said how would I define international volunteering and for me it's this possibility of bringing a very specific set of skills, it's still quite different just talked about this in Europe and in Latin America. The things we have access to are not the same things people have access to here, I mean generally we have access to better Education and we have more help from the government to peruse our studies, so and also the, like the level the living is not so, so comparatively it seems that the living is not so much higher there comparatively is smaller. I think we get more. So being able to bring that to somewhere where that is not the case that's one of the reasons that made me think about coming abroad instead of staying in Europe or London or Portugal or Lisbon.

Why did you choose Brazil as the country you would volunteer in.

Interesting because we talked about that, that was kind of......

Yep, yeah

I was persuaded to do that, I was sort of like oh you are going to Brazil it wasn't a choice. It wasn't....

If you were to go back would you change that choice?

No, never, no. I think it was definitely the right choice the right match.

How did you find out ACER if it was company charity what company charity?

You have already discussed Articulate and CMAP but if you want to go into that a little more?

About ACER? How?

How did you find out about ACER?

Yeah, it was really through Articulate it was really through them because they had a partnership. The only thing that they had in the advert that was online was that it was to go to Ecuador or Brazil. They didn't specify which organisation so obviously when we got that interview we were given an insight into each organisation. It was either Hogmanay in Ecuador or ACER in Brazil. And that's when I started reading about ACER it was through Articulate/ CMAP.

Had you considered the ethical dilemmas of international volunteering before arriving in Brazil?

No I was quite naive actually, I didn't think about this thing voluntourism I didn't know what it was I only thought about it or found out about it when I was here I read an article and another volunteer read an article and we wondered is this what we are doing because it is a bit worried about how people could perceive that. I hadn't, I hadn't, I think when I got here I was confronted with this vison that some people have of Europeans or Gringos people come here they are loaded and they come here and they think that they know how to do thing better. That's when I started being confronted by that. To be honest I hadn't thought about or thought of Europeans like that but I know that there is a lot of that. I know that, that has to do with colonialism kind of there is something of that because all these Europeans that know things best and can do thing better or whatever you know or change or whatever. I think when I was here that's when I started to realise there is a little bit of a negative side to it or misunderstood, misunderstood.

Did you research the project and community before arriving in Brazil?

I did, I did, I did some research into ACER because we had to do our own fundraising to come here. There was just one thing I wasn't happy with that I used a lot which was the word favela. Because articulate where using it a lot, they said you are going to a favela, the favela is called Eldorado. Here they call it community. They don't like the term favela they don't use it. Even if there is some part that are considered favela people try not to use it, it's very negative. People tend to use it a lot and it's not, they use it to get funding and I feel offal for using it the first time to get funding and the second time I never used that word I used community every time. But the first-time favela a lot. And also, I might have been misguided to the information that I had from ACER. About ACER and the person that founded it I thought it was Jonathan on his own but now I know it was quite like that he sorts of started helping out. He was working with some else that had already started it. Although in that respect I don't think he ever said that he had started it, it's just the information that we are given. So, it was obviously not the current information. I did do some correct research but I didn't have the right tools to begin with the right information.

Did you speak Portuguese before arriving in Brazil?

I did because I am Portuguese.

How did this impact your experience?

That is a very good question (Researcher name) it is....

Okay no language barrier, I mean I am half way there my communication was easy I was there in a week. I could talk to people, I could explain what I wanted, I know when I got here the previous volunteer where still here and their experience was very different to mine they were sort of thrown and had to do a lot of things without the language on her own. Because the previse CMAP volunteer had left within a day of her arriving and so then Anna was left for 5 weeks on her own having to do everything but not speaking the language so it was very difficult for her. In my case I did not have a language barrier problem, I did however have other issues. We have spoken about that a little bit, its Brazil and Portugal we still have a very strong bond but they are still cultural differences. Different ways of working, different attitudes, different mind-set, me they are very relaxed and I am not I am like I want to get this done and I'm quite driven I like to kind of do things in a very organised way I don't like to leave things to the last minute and I hear it was very much like that. I experience other setbacks. Not the language but another thing, because you know you are still different. You're still a gringo it doesn't matter if you are Portuguese your still not from here. Your still European so they will still see you as a bit more privileged which is partly right we discussed the other day yeah, it was different not the language barrier but different experiences.

Go on to your experience while you were actually in Brazil.

So, the first one what was your first impression of the community you lived in while volunteering for ACER?

Well the community, I loved the people. You know they are very, when they are involved they can be very committed to something they are involved in's they were very receptive generally me........very you know once they get started easy to engage. It hard to get started its very hard outreach is very hard, but once you get them involved then you know there are a few people that start coming and become very committed. In this project, there was a bit of a rough begging because it was hard to get people engaged again. Because this is part two of a project the first part started two years ago, I had to go back to square one, I had to go back to the beginning. And start again with trying to with community engagement. My first impression was a good one it was very open and embracing, there is something which is a cultural thing is people with always yes as they don't wont to upset or offend you and then maybe not turn up. But they will always say yes as they don't want to let you down. So, I don't know what is worse to say yes and not turn up or just say no, but that's cultural. I've come to understand, and people from here Brazilians have told me it is the culture to do that. Always offer "yes, we will come and help you, anything we can do" very good at offering but it doesn't always mean that they will come when they have said they will.

How long did you spend in Brazil?

First time

one year

What part of that is any did you spend traveling

Only really about a week and a few days, because I went to Rio in that first year. Yep I went to Rio and I went to Rio a few times.

So, you stayed for one year and you would have worked 11months and........

Yeah pretty much and a few weeks

And so, your second time.

You have been here six months and no travel?

Yeah not travel I have been here weekends and everyday pretty much. No travel.

What projects have you been involved in while volunteering at ACER?

So, if you want to go through your first experience first.

The first time I was with CMAP sorry Articulate I keep calling it CMAP.

So, I was doing what was there programme which was the art group and the English and Arts. And I added a few projects. So, we did a carnival project, which was with the art group with the art club but included the whole of ACER so capoeira, Braceros, percussion. So, in the education and culture department so that more all the groups.

Was that in NEC mostly then?

Yeah NEC.

Sorry could I ask what NEC stands for again?

Nectura Educaciao Cultural.

Okay thanks,

Em so that was one project that was kinda broader because it was including the whole of ACER.

We also did a costume design project which never really took off because we didn't have any money. So, we did the costumes for the African Dancing which goes on here. They were really keen to make costumes for the presentations but then there was no funding for it so we never really got anywhere with it.

We did costume designs with the kids so I did lessons every sat for quite a long time and then we did the design but it never really got any further because there was no money. Something else I did before I left here in the last four months of my stay I began the project I am doing now which is the EMAVAS.

If you want I can explain it now as that is part two.

Yeah.

Ok, I am doing part two of the project now and that is......I have just finished this part. Part one was collecting stories and part two which I am doing now is collecting drawings of those stories and that would serve as inspiration to create textile panels which would go into a mural that would cover the room of one of the rooms here at ACER. So, the purpose of the project to help insulate the room, because the rooms are very hot here in summer and very cold in the winter. So, the whole point of us creating these panels about 40, where to help insulate the room and the creative aspect the community aspect was to get the community involved in creating these panels. So, developing these stories and these textiles into panels and now we have eight panels and the remaining panels are plain and the eights are decorated with the community's stories from stage one. It's actually an insulation that is going to stay and supposed to be a permanent insulation that will stay there. And that project was completed 2 weeks ago,

Did you complete the projects that you started as a volunteer?

Yes, I did, now I can say I did.

Which is really good.

Are there any positive participant impacts that you remember as volunteering at ACER?

Yes, yes, there are I think from the first time I was here the carnival project was a very important project as it was the first time, I think it was the first time Articulate was more involved in work with ACER as in they were working with NEC and the education department more. So, it was more, I think ACER got to know Articulate better and especially with myself and with the other volunteer Andy who arrived, so I think that was really positive aspect of the project and that got the community involved and got NEC involved pretty much everyone in ACER was involved. I think at the time the work with Familia Guardian so another project that goes on here at ACER. So, you know what the programme is about, I won't go too much into it.

So, I worked with the women from Familia Guardian that was really good because we worked every Saturday and that went through from the beginning of this second part of the project right to the end. Really positive. The other group I really enjoyed working with, well there is two groups actually. Was the young people from the youth department who works upstairs and did a lot of the story telling parts, which is unfortunately now going to close but anyway.

And the other department was the mums from the English lessons so the mums of the children that went to English lessons and they would come and help out with textiles and worked very hard to work here and to get the project finished. I think that worked really well.

And finally, I think the sports team. Em I think they really, they didn't really participate in the first part of the project but they were so involved this time. So, I think the fact that they were so involved this time out of all the ACER staff that was the most important moment for me and the whole project. It was very important and very positive, very positive.

For more because we are doing positive we have to do negatives.

Is there any memorially negative experiences for either yourself or for the participants.

For myself, yes.

I don't think for the participants. When you say that do you mean for the participants for them, for themselves?

Yeah so like, I will try to think. I suppose it could be if you weren't speaking the language where they learning as much as they could than if you could speak the language? Understand?

Yeah, well then in my case that's where I have it easy because I do have the language. I don't think we had difficulty understanding each other.

Or was there maybe cultural difference or.........

Maybe some maybe some but you know when you are working here people end up talking about family and you know we all have that in common. In the case of cultural differences there might be some upbringing differences but you know or maybe Education the fact is we all have families and have problems brothers and sisters and mums and dad and illnesses. Children so I think we ended up having discussions that where around family and similar in that sense.

I mean for myself if this has anything to do with pastoral care and taking care of the volunteer I felt a little let down there. Not only for myself but what I have witnessed with other volunteers. Eh I think they need to work at that they really need to work on that. It making sure that the volunteer is okay when they arrive making sure that they are well integrated. So, wither they speak the language or not treatment should be the same. But especially those who don't speak the language. They should really have more care with that. I think also actually finding a good Portuguese teacher because they don't really, something which has been mentioned to Jonathan. But apart from what I was doing for the first time I was here I didn't mention that but I taught English to the staff and to the volunteers so I kind of understand how hard that is. Because I was teaching it. I mean Portuguese is a hard language more than English I mean from what I think definitely more complex than English. So, I think the pastoral care the kind of logistics. Making sure the volunteer is happy looked after well integrated. You know you can't be here and suffering it's hard enough to be here be away from family away from the norm and in environment that can be shocking because of what you see and what you are exposed to, it leaves you vulnerable. It's hard you need support. So, that would be the negative aspect.

Have you or did you face any personal ethical conflicts while you were or are here volunteering at ACER?

I have, I have, I have maybe it is more subjective?

Cause my issue is with ego and my issue is with.........I question the reasons I am doing this.

Yeah

I question everyday why I am doing this, is it because I am doing this to be recognised or is it because recognition. With altruism is like am I doing this purely altruistic or am I doing this because I want people to be like "oh you are so good you are so" you know "You are amazing because you are doing this, you have such a kind heart" you know. Those complements have always made me a bit uncomfortable because I don't know if I am that person I don't know if I have that heart I don't know if I am doing this purely for others. I think there is a large part that knows that this is really going to advance my personal self, this is going to advance me. Something really big. So, I ask myself these things every day. And I try, whenever I let myself be guided by ego I try to bring myself back to why am I doing this?

This is on departure but because of you being finished you experience this will fit.

On reflection from your time at ACER do you feel that ACER and ACER participants benefited from your volunteer involvement? How do you they befitted or didn't benefit?

It's a long question sorry.

It is a long question, I hope people have benefited. Otherwise it was a lot of work. I was really pleased with the staff and the reactions when they see the work. When they saw the pieces together when they could go oh I helped with that, I helped with that, I drew that and helped put that together. And then to see it so if you are doing a puzzle and you just see all the puzzle pieces and don't see them all together. You to kind of have that vision of their reaction to the work, I think they enjoyed it and enjoyed being part of the work. Something that looked so beautiful to their eyes. So, something that they appreciated so much so the volunteers, staff, also the community people who participated.

I don't know, I think it is too soon to kind of see any negatives. I am sure there are so like I could have done things better but it's too soon.

But that's fine because you have only just finished it.

Yeah, I have only just finished it.

Did your experience here at ACER benefit you?

Okay well actually it did because I was teaching Portuguese here. What happened when I went back to Portugal there was an opportunity to teach Portuguese to an Italian student. I was more confident so I felt I could teach to them. So, I think I wouldn't have felt confidant if I hadn't done it here. The other thing was teaching English I was doing a little bit of that before I left in London with young children but when I left here and I continued to do teaching English to staff here when I went back to Portugal I though actually I really enjoyed this and try and get jobs just because I had to survive and I had to get money. The other thing that was good was the fact that I didn't finish the project gave me a drive and a reason to come back. I thought I can't really move my life forward because I have this to finish this project but actually it gave me a purpose something to work towards. It gave me a motivation to continue so when I was in Portugal I was driven towards that. I knew I had to get the money I knew I had to be motivated to get back here. So, I did everything I got work, I fund raised to try to get the funding again to come back. Organising events, organising workshops, so in that respect I think this experience was very important. And also, when I got back to Portugal before if I had gone straight from London straight to Lisbon. I would have been very depressed I would have been very disillusioned having not been doing the work I would have wanted to in London and coming back to start again in Lisbon. And I think the fact I came to Brazil and I worked very hard I pushed myself and I used every skill that I had I used costume design, I used textiles, I did visual arts I did English. So, I pushed myself even in storytelling and creative writing which was something I love but I hadn't really worked with before. So, I went beyond, I went above and beyond, I really pushed my limits. And because I did that when I went to Portugal I felt more prepared for what I had in store. I was so much more positive. That I got work straight away if I had been negative I would have found it much harder. It absolutely helped my mental health, my state of mind. I went back with mission accomplished. I will go back again now with the same and hopefully that will help.

Did you achieve what you had hoped for in volunteering.

Yes, yes, I think yes.

Would you think about international volunteering again in the future or have you volunteered internationally since? And why?

From the first time to the second time yes, I have, because I have come back here.

Yes, I might do it again, I might do it again in 6months because we talked about doing a shorted project. I don't think I could do long term but mainly because I'm 41 going to be 42 soon I need a foundation I need to, it might not mean I am going to create my own organisation which is what I wanted. So, after this project I am thinking about that because this project was a lot of work. I am thinking have I got enough drive am I able to do this. To actually set up my organisation working in Portugal and in other countries. In this case, I wouldn't be the one traveling, I think I need the base. I think I can help other volunteers because I have the experience. I can't help with the language barrier because I didn't have that but I have other people that can help with that. I know that because when you come here without even realising you make a network of other people that volunteer. And you have different experiences to share so I think I can draw on that and I can draw contacts I have made here to support and mentor other people that might have problems with the language or might have other issues. That I didn't have maybe, I mean I can help with the

issues I faced with and I am looking to work with mainly countries that speak Portuguese. And it would be based in Portugal basically I wanted to develop exchange projects like this where there is an exchange of culture and knowledge based in the Arts. This is sort of the fruit of this experience for me and volunteering. I'm going to think about it I don't know if I am going to do it. Maybe I will do international volunteering for shorting periods like a month. Looking to come back with a friend who has supported this project and so then I will help support here in another project here. It's a life changing experience, and from every time I do it I grow more I learn more as a person. But I am aware that I need to earn money I need a base. You know I can't continue to do this indefinitely, if I can squeeze it in to part of my life then yes, I would do it, I would continue to do it.

To be here I fundraised and I mean I fundraised, depends people do it differently. I earned money for it and fundraised, some costs I tried to cover myself. Towards living, the fundraising I used for the project and for the travel I received a grant from the coats project which is based in Glasgow working with textiles.

Any Other Comments?

Well I think I don't know I think it's an incredible experience and everyone should have a go for the right reasons. If possible emmm......... I probably wouldn't think of voluntourism because I haven't really travelled here, I love to travel but when there is work to be done then I wouldn't be keen to do voluntourism. When there is, study involved something like that but I have never really travelled for enjoyment maybe I should do that more, I plan to. But I think........ You I think there is always the eternal issue for me with international volunteering it has to be for the right reasoning and questioning, keeping ourselves in check and because it's not about ego and competition. Because I think that does exists and even with volunteers you know who can get the most recognition and there is space for that. Even in the volunteering people compete, maybe I felt that more a couple of years ago, each person competing even unconsciously, which project do people like the most. I felt it because I am competitive I know that, fighting to be seen as the best. It's not great. I wish, I wish there is such a thing as positive competition but I think maybe keeping our self's in check asking ourselves why we are doing this, not let our ego take over. Also, understanding we need to take something out of this and we can't sacrifice ourselves for the volunteering because that can be dangerous you know do it for the right reasons and do it for our self's and others do it for the right reasons.

Appendix 10

Staff 1

Have you worked with volunteers and how many?

Yes, lots, everyone who has worked here in my department, six I think.

What projects have you worked on with international volunteers? How do you work with them?

Sara, who was leaving when I started here, who had already started her textile project. There has been cookery with (Volunteer), the work with Meg as well, which was about people's relationship with ACER, I was in a video as well. There was Jack as well. When I was arriving as well there was a cookery project finishing with the children, but I think it had already finished, with (Volunteer). (Volunteer) as well in the beginning worked with us, but afterwards continued with the Sports Department, she did some sports lessons with the children. She worked as a volunteer with children on Dia de Brincar (Day of Play) as well. So, they help a lot with these things on Dia de Brincar, with the activities. At the weekend, on Saturdays, they've helped as well with Familia Guardiã (Family Guardian). The majority come with some direction to work with the children, a few start helping in the lessons to find out what the activities are like at ACER, afterwards we come up with a project or idea for them to work on. The majority of them first analyse the different areas to see what they identify with the most and if they have any ideas of what they can do. We arrange a class, like Hannah's "Inglês e Artes" (English and Arts), for them administrative and then we support them in this.

What do you think are the positive aspects of volunteers working with the participants?

Well, I see positivity in this because it enriches the work that ACER does. And the children look to the volunteers with so much admiration, to see the volunteers from a culture so far from here and the volunteers bring this culture closer to the children. If the volunteers talk in front of them in English, it's already a privilege for them, they are witnessing something new that they only see on the television. They like it when the volunteers teach them some words in English and they as well like to teach the volunteers new words.

This bond between the child and the volunteer is fantastic. It's really good for the children, they value the volunteers a lot for the fact that they are from a different culture and that they have the possibility to get to know this a little, seen as the children are more interested in cultures from other countries than Brazil. This closeness with the volunteers creates lots of curiosity within the children to learn where the volunteers are from, where the country is on the map, what the clothes and food from there are like, what are the customs and the things that people generally do, I think this is very important.

What do you think are the negative aspects of volunteers working with the participants?

I don't think about it as something negative but more like a challenge; the language, the customs and the traditions. People and the children should learn to respect the customs of the volunteers and also the volunteers respect the customs from here, this is the challenge for both parties. And I think that this is part of understanding different cultures and customs.

What are the positive aspects to your daily work of working with volunteers?

One thing is learning English. Another is the exchange of experiences. Apart from this with the arrival of a new volunteer it makes us stop our work for a little to explain what we do and this allows us to see the daily work that we do so mechanically with a fresh look. The experience of explaining what and how we do our work, being questioned, ends up bringing new ideas which is good.

Are there any negative aspects to your daily work of working with volunteers?

I see as negative the lack of time that we have to think and do things together. On both sides. I have my assignments and because of the demands of the work of everything we can't do this properly. We end up seeing the final work, sometimes we manage to stop to plan a day out, but I feel the lack of being together in the process. We trust the work of the volunteers and end up letting them get on with it, afterwards at the end we see what worked and what didn't. And the language impedes the communication a little as well as having a better relationship with the volunteers.

If there's anything you can change about the volunteer program what would it be?

I think that I would change the training of the volunteers before they come here. I think there should be something more transparent for them to understand what the work of ACER is like. Because there are people who come to do volunteer work and there are people who come because they want to come to Brazil, because of the really beautiful places and only want to travel and not to understand the reality of the work.

So I think that before coming here, it should be explained with more transparency what ACER is, who are the people that work here and I think that this exchange of information could be done with volunteers who have already come here through testimonials for example and afterwards when they arrive at ACER it should be explained again, like a form of reception, more efficient, because sometimes they come without any idea, the only idea is that they want to do volunteer work in a community organisation, but they don't really understand the work that is realised here. Because there have already been cases of people that come just for leisure, to get to know Brazil and travel and really end up not developing any work.

Do you believe the volunteers who work at ACER have a good understanding of Brazilian culture?

I think that each person comes with a basic knowledge about cultural aspects from here, but not everything. They know a little about food, lunch time and dinner time, about clothes and customs that exist but I don't think that they understand everything.

Do you believe there are any ethical implications to having international volunteers in Brazil?

No

Do you have any other comments?

I would like to say that I have lots of admiration for volunteer work, because it requires lots of courage and I don't know that I would have this courage, to leave my country and go to another where I don't speak the language, to do some research work or work with children from a community, without knowing the place where I will live. It is a challenge and obviously very beautiful work.

I as a mother don't know that I would have this courage, for this reason I say that you need courage. The majority of people that come are young and single, apart from difference of the

culture, people from here are more family orientated, generally the parents want their children close, the whole family together.

I greatly admire who has this courage to leave their country to do volunteer work, whether it be for six months, one year, two years or for whatever time that will be and stay a long way from their family, have to learn another language, congratulations!

Appendix 11

Staff 2

Have you worked with volunteers and how many?

Yes, lots, I don't know exactly, more than 20.

What projects have you worked on with international volunteers? How do you work with them?

They come with projects ready, ideas ready and we just facilitate them, mostly in this form. We give them freedom and listen to what they think what is best and what they identify with as well.

And what are the projects generally?

Generally, lessons, specific projects, cooking lessons, art, mostly in these areas. We facilitate them in terms of organising the lesson times, which room, or even court for other activities, mostly in this way.

What do you think are the positive aspects of volunteers working with the participants?

Well, there are several positive aspects, even because the volunteers generally are from other countries so everything is different this helps a lot that they teach the participants other things, that would not just be from Brazil. So, English lessons are very important, various aspects that are extremely positive, not necessarily the work of the volunteers, the things that they bring are generally different that we don't have here in Brazil.

What do you think are the negative aspects of volunteers working with the participants?

Well I don't think it is negative but what can interfere maybe is the language, so depending on the age of the child it is very complicated because we attend children from the age of five upwards, so this can interfere a little. But it's not negative just an interference.

What are the positive aspects to your daily work of working with volunteers?

Well, positive aspects for me are practice my English and as well have new friendships, more in this sense.

Are there any negative aspects to your daily work of working with volunteers?

No I can't think of any at the moment.

If there's anything you can change about the volunteer program what would it be?

I don't think so, I think actually just that the volunteers have to get more involved in the institution, there are some who are more distant, so the question of making friendships is difficult.

Do you believe the volunteers who work at ACER have a good understanding of Brazilian culture?

Well, when they come, they come completely raw, but because there is the volunteer program where they stay here for a duration of one year they can understand this culture but in the beginning for them it totally difficult but afterwards they become accustomed.

Do you believe there are any ethical implications to having international volunteers in Brazil?

No, that I see no.

Do you have any other comments?

Just to thank the presence of the volunteers that are always helping ACER in some way with some kind of project so from the institution I would like to thank them. And to say as well that they can be our friends, that Brazil is a friendly country so the closer to us they are the better for them because I am a friendly person as well so if you are my friend I will invite you to some events, samba.

Appendix 12

Staff 3

Have you worked with volunteers and how many?

Yes, 10 more or less.

What is your relationship with the volunteers?

Very good.

What do you do with the volunteers?

I do all of their documentation for them and help them in their work, when they have questions.

What do you think are the positive aspects of volunteers working with the participants?

They can learn other languages, they can learn various things, types of food, activities and I think it is very good for the community because at least they experience something different.

What do you think are the negative aspects of volunteers working with the participants?

There are none.

What are the positive aspects to your daily work of working with volunteers?

Cool people, learn to speak another language, to meet new people, learn new things, it's very good.

Are there any negative aspects to your daily work of working with volunteers?

No, from everyone that I have worked with so far no.

If there's anything you can change about the volunteer program what would it be?

From everyone that has come here, at least each one that comes already knows what they are going to do, no one who has come has ever been 'lost', they always come knowing what they are going to do, they have something organised.

Do you believe the volunteers who work at ACER have a good understanding of Brazilian culture?

Yes, I think so, everyone lives here every day, so they understand, there is carnival, they know that there is Easter, they know there is Christmas, there are local traditions, I think they end up understanding. To start seeing everyday people talking, they will understand.

Do you believe there are any ethical implications to having international volunteers in Brazil?

No, if they willing to work here, the same as Brazilians can also work outside of Brazil, it's what happens these days. There's no problem to work here, I don't think so.

Do you have any other comments?

I think it's cool to have volunteers here and I hope that there will be more, they are welcome.

Appendix 13

Reflective Diary and Blog Extracts

Time Spent:

Researcher: "(Volunteer) is so aware I wonder if it's because of the length of time that he has spent here. The way he describes the culture always makes me sit up and listen, take account" (Reflective Diary)

Language (particularly integration and pastoral care):

Researcher: "It's hard to integrate here yes because of the language I can't speak fluently but I can understand what people are saying, but also just organisationally. Our projects have been stunted and there is nothing for us to do so far and to make things worse it feels like people don't understand why we are here, they know we aren't volunteers but they don't understand what exactly we are doing so can't define us as a group like NEC or sports like other volunteers would be. So, from the outset we don't have our own small community, within the larger ACER or Eldorado community. I feel disconnected, isolated and disillusioned." (Reflective Diary)

Cultural Awareness:

Researcher: "At least now I understand exactly what my purpose is and that I am here as a researching and to shadow the volunteers to get the best understanding of what they do and what they do is great. We constantly have conversation about how Brazil is an amazing place and for sure the people are amazing so welcoming but there are underlying societal issues that are hard to ignore. Why can the police shoot down young people because they have stolen a moped. Why can they point a gun at you because they feel like they have the right. Why should people have to tell their children never to run from police because they are black, because they might get shot! No, it's not fair, it's not justice its corrupt." (Reflective Diary)

Researcher; "The area we live in is not the best but definitely not the worst, NOT A FAVELA BUT A COMMUNITY, don't forget that!!! Although it might look like the traditional view us naïve Brits have of favela living, the way I see it is would call someone that lives in a scheme a schemie? No or you would hope not, its offensive and derogatory be aware these communities are full of interesting, intellectual and welcoming members who although have different habits and norms all work hard towards the same goals as any young, adult, elderly person might in Scotland or the UK. Education, employment, family, friends its all the same when you get down to the nitty gritty." (Blog extract)

Appendix 14

Recommendations

Prior to volunteering:

Prior to arriving volunteers should be made aware of the ACER organisation more in depth this should include already functioning skype conversation, the development of a volunteer manual including the programmes of activities at ACER, similarly to the young people at ACER a tick off list of activities to participate in should be provided and compulsory in the "first tester week". This should be sensitive in the use of wording with terms such as favela explained in their full meaning in general and the community in receipt of volunteers.

Volunteers should provide an accompanying statement or CV type document to identify specific skills and knowledge they could provide the organisation. By identifying skills from the outset, it will ensure productivity and suitability to the project. This should be alongside an evaluation by each volunteer on completion of their programme of activities as a method to allow young people to convey their interests in future specific projects or projects that have been repetitive in the past. This will ensure non-duplication of activity and providing a better experience for both volunteer and participant.

Support and Supervision:

The use of a support and supervision is of the highest importance when taking volunteers. Although in this study the participants where in main happy with their experiences relevance in this area was not as apparent due to those with negative reflections being reluctant to participate. The culture shock between European and Brazilian culture is immense, mental health at times can be hindered without full immersion support and consideration of individuals with differing thoughts, feelings and backgrounds.

Documentation of Time:

Time sheets as apartment in the research study volunteers often put a lot of pressure on themselves to validate the work they are involved in. This can lead to working long hours, without the documentation and realisation of this, volunteers could be liable to be taken advantage of. As with questioning of staff the real ethical implications identified where that of the volunteers rather than that of the community receiving.

Language:

The use of volunteers who speak English seems to rank high in importance for the staff and volunteers. It has an integral part to play in the learning of new skills for young people and creates a volunteer young person relationship based on the helping of one another through cohesive learning. The security of a Portuguese teacher is important to the sustainability and benefit of the experience of volunteers and young participants. Advice would be to ensure that volunteers have at least three months of lessons in the basics of the language prior to traveling to Brazil.