

2022 HANDBOOK

THE WALLACE GROUP



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Congratulations! You have been selected to be part of an **Volunteer Zambia**, which is managed by The Wallace Group of Universities (Bath, Durham, Loughborough, Northumbria, St Andrews, Stirling, Edinburgh and Cardiff Metropolitan) and partners in Zambia.

This is the project's 17th year and this information handbook is designed to answer most of your questions before you depart, however rest assured you will receive a thorough induction when you arrive in country led by Sport in Action, the organisation you will be working with.

This project is designed to make a very real and genuine impact on young peoples lives in Zambia, most specifically young women and girls, from some of the most challenged communities in the country. The focus is on making a sustainable, and lasting impact of the lives of young people through creation of opportunity, pathways and empowerment. The project will also enhance your global awareness, to further expand your leadership and sports development experience that you can continue to use and evolve in your future career, hopefully while remaining engaged with the project/charity longer term. It will develop knowledge, skills, attitudes and values. We hope this placement provides a platform from which to embark on an exciting career and one which will stand you in good stead throughout your experiences in the future. Through joining this project you will be supporting the Wallace group in its wider strategy of supporting the development of sport in Zambia.

Your roles will be immensely challenging at times and you will need to think on your feet, retain a calm head and use your initiative when things don't quite go to plan. By selecting you for inclusion in this programme your institution feels that you are more than capable of rising to the challenge. We hope you thrive on these challenges and meet them with a smile and determination.

We urge you to take this preparation time to find out more about Zambia, the culture, the context and the circumstance as this will help you to build a better understanding prior to heading out there.

This is the beginning of the overall impact you will make and an exciting opportunity. We hope you embrace all that lies ahead with enthusiasm. Many of the previous students have been profoundly impacted by their experience; we hope you find the coming months rewarding on many levels.

We wish you every success in the programme.

Operational Leads Team

Volunteer Zambia

Wallace Group



Cardiff
Metropolitan
University

Prifysgol
Metropolitan
Caerdydd



**Northumbria
University**
NEWCASTLE



**Durham
University**



**THE UNIVERSITY
of EDINBURGH**



**University of
St Andrews**



**UNIVERSITY OF
STIRLING**



**Loughborough
University**



**UNIVERSITY OF
BATH**

Who we are:

The Wallace Group is a partnership between the Universities of Bath, Durham, Loughborough, Northumbria, Stirling, Cardiff Metropolitan, St Andrews and Edinburgh to support sports development for young people in Zambia. The Universities have agreed to work together on approved sport development projects that will provide added value to the students of the partnership universities and to the communities in which they work, as well as providing an opportunity for integrated project development between the partner institutions. It is intended that the projects will cut across local, regional, national and international agendas.

Each summer, the Universities of the Wallace Group team up to send students and staff out to live in Zambia for a period of six weeks. Working with Sport in Action (SIA), the student volunteers support the development of young people in Zambia through the development of the Community Sports Hub-Sites. We also support in areas such as, leadership development, construction projects, fundraising and charitable projects.



Our Mission

“To support NGO Sport in Action and key partners to enrich the lives of young people across Zambia through the power of sport”

Our Vision

“To work with Sport in Action to create countrywide sustainable sport programmes that empower communities and provide pathways for young Zambians through participation, leadership and education”



Our Promise:

The Wallace Group’s ambition is to work with Sport in Action and its partners to make a significant contribution to the long term, sustainable development of young people in Zambia. At all times we will:

- Support SIA to build a sustainable sporting infrastructure of people, facilities and associated services.
- Not assume we know best or seek to impose our solutions on Zambian challenges/problems.
- Provide support and encouragement to Zambians to help them make informed decisions to achieve their goals.
- Seek to build and strengthen the capacity of local people to deliver sporting opportunities for young Zambians.
- Remain focused on the needs of young people, and the local/Zambian community.
- Collaborate with international agencies/NGBs to ensure our interventions are complementary.

Our Partners



Sport in Action

As our main partner, Sport in Action is at the very core of Volunteer Zambia—SIA is the reason that the Wallace Group was created and it is thanks to the continued partnership with SIA that Volunteer Zambia has been a success. Founded in 1998, SIA was the first Zambian sports NGO, a non-governmental organisation, whose purpose is to improve people's quality of life through sport and recreational activities. With **Sport for**

Development (the use of sport as a tool for social change) as its underlying principle, SIA positively impacts the lives of thousands of children and youth in different districts in Zambia. Their target groups are orphans and vulnerable children (OVCs), youth and people with disabilities, People Living with HIV/AIDS (PLWHA), and adolescent women and girls.

SIA staff and volunteers work with children and youth each week, many of whom come from challenging backgrounds. Through this work, lives have been transformed due to improving sport development capacity, increasing the reach for life changing interventions for those who need to access it.



National Sports Federations

In our support of the development of sport in Zambia, we also partner and work with some of the Zambian National Sports Federations. These include, Netball Zambia (NZ), The Zambian Football Association (FAZ), and the Midlands Basketball Area Association. These are valued and important partners as they have a core responsibility to develop their specific, and respective sports, in which we also striving to achieve. Through our hub-sites, and their ambition to develop their sport, we have a common ground where we work together to support the development of sporting pathways, and individuals through these core sporting associations.



International Governing Bodies

We work collaboratively where possible, and where there is mutual interest, with international governing bodies. This helps us to ensure that our sport development interventions are in-line with the global vision for the respective sports we work with. We currently have a good partnership with World Netball most specifically which we hope will blossom further over time.



In addition The Wallace Group also collaborates with UK Sport, and with National Governing Bodies across the UK, who support the work of the Wallace Group through partnerships. In recent years, England Netball has worked very closely with the Wallace Group to support the delivery of strategic projects in Zambia.



Volunteer Zambia Foundation

The Perfect Day Foundation was established in 2008, and has recently renamed to become the Volunteer Zambia Foundation. It was created to ensure the impact created in Zambia will develop to benefit further generations of people, both in Zambia and the UK. The charity relies on the input and enthusiasm of the people to who Sport in Action means something, so please get in touch and ask us how you can stay involved in the project, share your memories and tell us how you're getting on. Sport is a powerful tool: we hope the Volunteer Zambia Foundation can build on our shared experiences to support the invaluable leadership and life skills that are developed on sports fields every day.

Why do we partner with these organisations?

All of the partner organisations are committed towards further developing the leadership opportunities available to young people through sport. These organisations recognise that the generic leadership competencies and life skills such as communication, team work, coaching, planning and strategic thinking give young people a solid grounding for their future careers.

Sport in Action are a **Sport FOR Development** organisation, meaning that they use sport as a tool and a mobiliser to further change the lives of young people.

Our other partners primarily focus on **Sport Development**, and the growth of the sport itself. An improved delivery of sport, that reaches more children, therefore widens the impact of Sport in Actions life changing interventions for young people. The network of *Community Sport Hub Sites* provides a vehicle for this collaboration to take place effectively.

What is a Hub-site?

"Central venue, sport specific, training and competition community centre. Located, owned and run within the community they serve. Focused on the creation of pathways, empowerment and development of young individuals, primarily women and girls."

The Hub Sites are a unique opportunity to reach and change the lives of many children, provide opportunities to all involved, present a pathway for players, coaches, officials and sport facilitators alike. They give those from the local communities a chance to not only be involved in the hub, but put them in a position where it is clearly promoted that their own future, is within their hands.

The hub-sites are a platform for good people, to provide for their communities and develop themselves and their peers within the same community. The hub-sites operate largely off of the following phrase:

"You can teach a good person to be a great leader but, you can't teach a great leader to be a good person"

This implies that this is a platform for anyone who wants to create positive change and impact, and the capacity to learn, grow and develop is something that the hub-site and its partners will offer and provide.

Overall focus:

- To **increase capacity** of participants and leaders
- Provide opportunities which **engage the community**
- Primary focus is on **development**
- Hub-sites to operate with an underlying focus on **sustainability**

Our Costs

Each participant is asked to fundraise towards the costs of the project. Each institution does this slightly differently so a full breakdown can be provided by your University's Operational Lead. The overall costs of the project are summarised below.

Volunteer Zambia Project Costs

Each summer, the Wallace Group sends Sport in Action:



£10,000

Rent of VZ House



£6600

Equipment



£3600

Airport trips, training,
housekeeper, security guard

Each institution also contributes:



£3800

SIA Costs

VIP Visits, SIA facility
developments, placement
planning visit, website



£500

Project Manager costs—flights,
expenses, insurance, stipend



£450

Fountain of Hope Food
Programme

Additional costs



£200 pp

Induction



Flights

Meet the team

Each year, the Wallace Group appoints two individuals to lead the Volunteer Zambia project on the ground. JP (Project Manager) and Mia (Assistant Project Manager), along with University Staff Members, will be present in Zambia for the duration of the 2022 project.

Jack Preston (JP)

I first came to Zambia in 2017 as a volunteer to help facilitate the 50 for 50 fundraising event with Adam Peaty and Mel Marshall, which also included the unveiling of Kabwata playpark. While I was in Zambia in 2017, I coached basketball at Chipata, Munali and Fountain of Hope, as well as running some workshops with NAPSA Hurricanes and coaches from the Zambia Basketball Premier League.

I have been in Zambia for what is now my fifth year, initially working to develop the newly-implemented hub sites across the Lusaka area, with scope to widen the reach of the hub sites across Zambia, which we are now achieving which is great! In both of my roles as Wallace Group Project Manager, and Sport Development Manager for SIA, I have engaged and developed partnerships with national and international Federations and governing bodies to develop sport more widely here in Zambia.

I grew up in Basingstoke, where I developed a love for playing basketball. I have played in a number of countries and have been lucky enough to represent my national team as a junior and a current senior player. I went to university initially on a basketball scholarship to the USA, before returning to play and study at Northumbria, concluding with a degree in Sports Development with Coaching. Aside from the above, I love eating and telling awful jokes. If I'm doing neither of these things, please check on me to make sure I'm ok. I ultimately love this project due to the profound changes it makes to the lives of young people across Zambia, and I will strive to assist in the impact that each of you will undoubtedly make in your time with the project too.



Mia Walters

I am truly blessed to say that I was able to go out to Zambia for the first time this year, after applying to be part of the project in 2019 - my dreams have finally come true!

With a genuine passion to fulfil a role that creates life-changing social impact, I believe that my involvement with Volunteer Zambia as the Assistant Project Manager (APM) enables me to play a crucial role in the success of this programme.

As the APM, I will be the primary contact support for all students and staff throughout their stay in Zambia. It is my priority to ensure that all volunteers are provided with the opportunities to make a meaningful difference to the Zambian community. It is important to me for all volunteers to make create lifelong memories and ultimately, have a positive and fulfilling experience during their time in Zambia.

Since a young age, sport has guided me through my life and has provided me with countless opportunities. I have played football for some of the biggest clubs in the sporting world and secured a full-ride scholarship to study and compete in the USA. I am proud to have graduated from Loughborough University where I studied Psychology. I wouldn't be Mia without sustainable sporting pathways, which is why I am so passionate about the importance of this project. The start of my journey in Zambia has been memorable and inspiring and I can't wait for the impact we are all going to make.



Vaccinations and medication



Please ensure that your vaccinations are up-to-date before travelling. Some surgeries require appointments to be made up to 8 weeks before departure so check this out early. Discuss the requirements with your GP or a travel clinic who can advise you on the specific injections.

There are pharmacies available at the Care for Business Clinic and most malls however medications, even pain killers, can be more expensive so we recommend you bring any medication you might need with you. A dental check up prior to departure is also recommended.

Please make your Staff Member and Operational Lead aware of any medical issues you have before departure. This information will be passed on to the Project Manager, in case of emergency while out in Zambia. If travelling with medication, you should also bring your prescription in your hand luggage.

Please refer to Government guidelines for information regarding Coronavirus.

Malaria Tablets:



You will need to take antimalarial tablets for the duration of your stay in Zambia, and for a certain amount of time afterwards. There are a number of different types available; the two most common are Malarone and Doxycycline. Make sure you talk to your GP or travel nurse about which is most suitable before purchasing these as they can have differing side effects for different people. Both are usually taken 1-2 days before entering a malarial zone and one week (Malarone) to one month (Doxycycline) after returning.

Travel Insurance:



All students must have travel insurance to cover personal belongings and any medical requirements that may arise. Some Universities may provide travel insurance for their students however this often only covers project activity so check with your Operational Lead or Staff Member. Additional insurance will usually need to be taken out to cover off placement and leisure activities. You will be required to submit your insurance information to your Operational Lead prior to departure.

Most insurance companies require you to let them know before committing to any significant expense that will be claimed back—make sure you bring a copy of your policy number and details with you. It is also useful to leave this information with your emergency contact back home.

Disclosure and Barring Service (DBS):



As you will be working with children during your placement all participants must undergo a DBS check. A copy of the DBS clearance must be submitted before departure to your University. If you require further information about what constitutes a DBS or how to get one, please contact your University's Operational Lead.

First Aid Qualification:



You should obtain a first aid qualification as well as training and a qualification for safeguarding. This should be organised through your University so contact your Operational Lead to arrange these.

First Aid Kit:



You should bring a personal first aid kit with you to take out to placement with you. You should also bring extra first aid supplies to restock anything that is used so that you have a full first aid kit to take out each day. Useful things to include in your first aid kit are:

- | | | |
|---|--|--------------------------------------|
| <input type="checkbox"/> Plasters (various sizes) | <input type="checkbox"/> Eye wash | <input type="checkbox"/> Scissors |
| <input type="checkbox"/> Bandages (various sizes) | <input type="checkbox"/> Antiseptic wipes | <input type="checkbox"/> Paracetamol |
| <input type="checkbox"/> Triangular bandage | <input type="checkbox"/> Antiseptic wound wash | <input type="checkbox"/> Ibuprofen |
| <input type="checkbox"/> Disposable gloves | <input type="checkbox"/> Antiseptic cream | <input type="checkbox"/> Immodium |
| <input type="checkbox"/> Tape | <input type="checkbox"/> Tweezers | |

Toiletries:



Toiletries can be easily purchased from supermarkets and pharmacies in Lusaka however these tend to be more expensive than the UK. Useful things to bring:

- | | | |
|--|--|---|
| <input type="checkbox"/> Suncream (above Factor 20, 5* UVA Protection) | <input type="checkbox"/> Moisturiser | <input type="checkbox"/> Deodorant |
| <input type="checkbox"/> Aftersun | <input type="checkbox"/> Toothbrush | <input type="checkbox"/> Hand sanitizer |
| <input type="checkbox"/> Insect repellent | <input type="checkbox"/> Toothpaste | <input type="checkbox"/> Baby wipes |
| <input type="checkbox"/> Shampoo | <input type="checkbox"/> Razor and blades | <input type="checkbox"/> Ear plugs |
| <input type="checkbox"/> Conditioner | <input type="checkbox"/> Exfoliator gloves | |
| <input type="checkbox"/> Shower gel | <input type="checkbox"/> Towel | |

Mobile Phones:



You will need a mobile when out and about on placement—the Project Manager(s) will take you to get a Zambian SIM card when you arrive in Zambia. It is recommended that you bring an unlocked phone with you however if necessary, phones can be purchased in Zambia. You can buy internet bundles and credit.

Clothing:

Please avoid bringing clothing with slogans or illustrations that could offend people. Loose clothing is healthier and more comfortable in hot climates – choose natural fibres e.g. cotton where possible. Be aware that some placements are during the Zambian winter, whilst it is likely to be relatively warm and dry during the day temperatures can drop at dusk so it is advisable to carry a long sleeved top with you for warmth and protection.

You will need sports kit for the majority of your time on placement. In Zambian culture, the area on the body from the chest to the knees is regarded as the most respected part of the body, particularly for women, so it is expected that this area is covered and not drawn attention to.

It is not appropriate to wear short shorts, or low cut tops at placement sites and in the local communities so please bear this in mind when packing. Leggings can only be worn with a T-shirt. You may on occasion, be required to attend meetings so a set of smarter clothes is also useful.

Bring clothing for weekends and evenings— students often visit restaurants, cinemas and the local markets on weekends. You may also be invited to church by the individuals from Zambia who you will be working with, so it is advisable to bring a set of clothes that are suitable for this—for example smart pants, or a skirt below the knee.

Other things to bring:

- | | | |
|--|--|--|
| <input type="checkbox"/> Sunglasses | <input type="checkbox"/> Flip flops/sliders | <input type="checkbox"/> Shopping bag |
| <input type="checkbox"/> Sun hat/cap | <input type="checkbox"/> Small rucksack for placement | <input type="checkbox"/> Sleeping bag |
| <input type="checkbox"/> Swimwear | <input type="checkbox"/> Hairdryer | <input type="checkbox"/> Pillow |
| <input type="checkbox"/> Lightweight waterproof | <input type="checkbox"/> Money pouch/belt | <input type="checkbox"/> Pillow case |
| <input type="checkbox"/> Water bottle | <input type="checkbox"/> Power bank | <input type="checkbox"/> Single fitted bed sheet |
| <input type="checkbox"/> Head Torch & batteries | <input type="checkbox"/> Games for the evenings | |
| <input type="checkbox"/> Passport photocopies | <input type="checkbox"/> Notebook for session planning and recording session numbers | |
| <input type="checkbox"/> Mosquito net (four corner or bell net is easiest to hang) | <input type="checkbox"/> Tupperware for packed lunches | |
| <input type="checkbox"/> Warm clothing (evenings sometimes get cold) | | |

Equipment:

Each year, the Wallace Group funds the basic sports equipment needed for the project—this is purchased by Sport in Action and delivered to the Volunteer Zambia house ready for groups arrival.

Footballs, Netballs, Basketballs, bibs and cones, among other equipment will be provided in Zambia for use. Here is a list of things that are useful out in Zambia:

- | | | | |
|--------------------------------------|--|---|---|
| <input type="checkbox"/> Footballs | <input type="checkbox"/> Pump Needles | <input type="checkbox"/> Cones | <input type="checkbox"/> Trainers |
| <input type="checkbox"/> Netballs | <input type="checkbox"/> Netball Bibs | <input type="checkbox"/> Whistles | <input type="checkbox"/> Recyclable water bottles |
| <input type="checkbox"/> Basketballs | <input type="checkbox"/> Score sheets | <input type="checkbox"/> Ball nets/bags | |
| <input type="checkbox"/> Ball pumps | <input type="checkbox"/> Flip Scoreboard | <input type="checkbox"/> Coaching resources | |

Accommodation:

All students/staff are required to bring their own pillow, pillow case, fitted single bed sheet and sleeping bag, which will be used for the duration of their stay in Zambia.

Useful information:

- Zambian plugs and voltage are the same as the UK so you won't need to bring an adaptor. Plugs in the house can be limited though, so you may wish to bring a plug that can charge numerous devices.
- Like in the UK, Zambian shops now charge for carrier bags, so it is useful to bring one with you.



Finances

Visa payment:

British passport holders will be required to buy a visa to enter Zambia. You can either apply for a visa prior to entry or pay on arrival at the airport, but your operational leads and staff members will advise on this process. The cost is \$50 for a single entry visa or \$80 for double entry. If you plan to visit Zimbabwe or Chobe Safari in Botswana when in Livingstone, you will need to buy a double entry visa.

Withdrawing money:

Zambian Kwacha can only be bought in Zambia—the easiest way to get the money you need is from an ATM. ATMs are available throughout Lusaka. Most banks charge for international withdrawals; alternatively, some banks offer accounts specifically for international travel which don't charge fees. All ATMs accept VISA cards but fewer accept Mastercard—previous students have found that it is harder to withdraw money with a Mastercard travelcard.

Whichever bank you use, make sure you let them know that you are going to be travelling to Zambia and the dates you'll be out of the country to minimise the chances of your card being blocked. Bring the emergency number for lost/stolen/blocked cards for your bank as well as your bank account security information, just in case.

Currency Exchanges:

There are a number of currency exchanges at malls across Lusaka. If you are exchanging money, either have Bank of England notes or US Dollars. Some exchanges will offer different rates for larger denominations of notes, and sometimes the rates can be lower than directly from the ATM of a bank. As far as possible, we recommend you withdraw Kwacha from an ATM rather than carrying cash as it is far more reliable.

In previous years, students have tried to exchange Kwacha for Dollars in Zambia ahead of the Livingstone weekend. We recommend that you bring dollars for this as the currency exchanges often run out of dollars!

Exchange Rate:

£1 = 22-24 Zambian Kwacha (Approx.)

Rate correct as of March 2022

Please be aware that this is fluctuating often and may change both before and during your stay at some point.

The information below is guide for what the costs for six weeks are likely to be. They are based on costs from the most recent Volunteer Zambia project and in line with Zambia's economy as of current. **Costs may vary** depending on the location of the house, which site you are based at and the number of students.

Please note also that an equipment deposit will be taken at the beginning of your six weeks so that the costs of lost equipment can be covered and to avoid the mis-use of project equipment.

Expenditure	Cost (Kwacha)	Frequency
Central food budget (breakfast and dinner)	300	Weekly
Transport (placement)	200	Weekly
Airtime (phone credit)	50	Weekly
Trip to Dream Valley & BBQ	150	One off
Trip to Tiffany's Canyon (additional activities available)	150	One off
Trip to Chaminuka Game Drive	670	One off
Trip to Lilayi Elephant Sanctuary	200	One off
Return bus to Livingstone	450	One off
Hostel in Livingstone	\$45 (US Dollars)	One off
Nandos/Pizza Hut	100	One off
Group farewell meal	400	One off
Contribution to British Night	100	One off

You will need to factor in lunch costs throughout the week. There are local restaurants close to most of the placement sites where you can pick up food—samosas will cost around 1 Kwacha each, or a full meal of chicken, nshima and a drink is about 40 Kwacha—or you can prepare lunches and take them out with you. You can buy snacks from shops, supermarkets or local markets relatively cheaply, however these can add up over the six weeks.

There are markets in both Livingstone and Lusaka selling souvenirs. In the past, students have purchased football tops or chitenge (local skirts) in the first week to wear for Zambia night. A football top will cost around 150 Kwacha and chitenge can be anything from 30-100 Kwacha.

Visa:

British passport holders will be required to buy a visa to enter Zambia. You can either apply for a visa prior to entry or pay on arrival at the airport, but your operational leads and staff members will advise on this process. The cost is \$50 for a single entry visa or \$80 for double entry. If you plan to visit Zimbabwe or Chobe Safari in Botswana when in Livingstone, you will need to buy a double entry visa. You should enter on a TOURIST visa and if questioned say you are visiting Lusaka and Livingstone.

Please use the following Zambian address for the visa entry forms if requested:

Kabwata, Burma Road, P. O. Box 50144, Lusaka, Zambia

You must ensure that you have at least six months left on your passport before it expires. If you have less than this you will need to renew it prior to travelling. You should leave a photocopy of your passport with your emergency contact.

Flights:

Individual institutions are responsible for booking flights to Lusaka. You should make sure you allow at least 2 hours before departure to check-in (and check-in online). Individuals are responsible for organising their own transport to the airport and ensuring that they carry all the correct travel documents.

Both flights are long haul and include at least one meal, drinks and refreshments throughout the flight. You will meet the rest of your group in Dubai for the second leg of the journey to Lusaka. Time between flights can be short so leave enough time to get through the airport to your gate! If you have more than eight hours in Dubai, you may be able to make use of the Dubai Connect Service, depending on the type of flight booked. This needs to be booked at least 24 hrs in advance by the travel operator who booked the flight so contact them or ask your operational lead.

Airlines from the UK to Zambia usually offer a generous luggage allowance—check your flight confirmation for the exact amount. The weight can usually be distributed across a number of bags so you won't need to fit it all in one case! Split clothing, toiletries and equipment between the bags you bring in case one gets lost during transit.

Hand Luggage:

It is advised you take the following in your hand luggage:

Copies of prescriptions for any medication you are taking, vaccination book including blood type, travel documents (tickets and passport), travel insurance documents, Zambian addresses, prescription for glasses (if worn), emergency contact details for mobile phone, bank, credit cards in case of loss or theft to cancel cards/phone and at least two passport photos in case you require them for paperwork.

It is also worth packing a couple of days worth of clothes in your hand luggage as bags have been known to get misplaced going through Dubai!

Expectations of Students

Your time in Zambia will be exciting and new and you will be developing new skills and operating outside of your comfort zone. Living and working in new country with a different culture and values will give you a lot of different experiences—there will be the highs of success and the rewards of working with your team, however there may also be times of unfamiliarity and uncertainty. Throughout the project, students are expected to conduct themselves in line with the following qualities:

- Commitment and enthusiasm for the project and its aims
- Flexibility to operate in different working, cultural and social environments
- Willingness to listen and to learn
- Patience and tolerance with yourself and others
- Desire to further your leadership skills and to challenge yourself to succeed
- Belief in the role that sport has to play in developing individuals
- Ability to work within a team, to respect the team ethos but also to act upon your own initiative and work independently as required
- Effective time-management
- Desire to contribute to the sustainability of the programme
- Awareness of own strengths and weaknesses
- Ability to act as a role model and as an ambassador of your university and the programme's UK partners

The success of your participation in the programme is largely down to you—your experience is whatever you make it and your input and ideas will help to shape your time in Zambia. You will have to work proactively and hard, but the Project Management team and Staff Members will be present throughout your time in Zambia to support you and offer guidance. Make the most of your time in Zambia as it will fly by—use any free time to visit other sites and support other volunteers or spend extra time within your placement site getting to know the children and young leaders.

You will receive information on your role in advance. It will help you to prepare for the project if you think about what you have to contribute to the programme and what you are hoping to learn and achieve through the project.

It is important to remember that you are working as part of a wider team with both UK and Zambian volunteers. These people will have a lot to share with you and we hope that you will learn from each other. Try to keep an open mind as things in Zambia are often done differently from the UK and no one way is the only way of doing things. Show respect for the community in which you are working, listen and take the time to understand the situation before expressing your views. Learn to deal with the unexpected without creating a fuss as you will be managing the unplanned on a daily basis.

Standards of Behaviour

Participating in this programme offers a unique insight into another country and culture. Students are required to display self-discipline, understanding and maturity during their time overseas. The task of understanding and accepting a different culture, abiding by community values (which may be in conflict to your own) and acting in a respectful way to other members of the group presents a major challenge.

This in turn creates responsibilities and restrictions regarding personal behaviour during the programme. All Students are expected to accept the following standards of behaviour.

Students must:

- Treat everyone equally and with respect, irrespective of differences
- Abide by the laws of both the UK and overseas country
- Abide by the rules and regulations established by the Volunteer Zambia programme to protect their health and safety
- Respect the customs and cultures of the host community
- Fully participate in all activities in the programme
- Live modestly and avoid showy behaviour or display

Students must not:

- Use or possess any illegal drugs or abuse prescription drugs
- Drink too much alcohol or get drunk
- Sexually harass any other person. Sexual harassment is when a man or woman is subject to abuse, physical or verbal, hostile behaviour because of his/her sex
- Develop any sexual relationship which may adversely affect interaction within the group and the host community
- Hitch-hike during the programme
- Travel alone after dusk (there is a government-imposed curfew in place after dark and students are expected to be back at the house by sunset)
- Wear inappropriate clothing for placement

The repercussions of inappropriate behaviour in a cross-cultural exchange may be difficult for students to fully appreciate during their participation in the programme. Such behaviour could have long-term implications for the project and their university's future involvement in the programme and this should not be underestimated. For example, a child could be prevented from attending sport sessions if a volunteer is deemed to be acting in a culturally inappropriate manner by a parent or community.

Responsible sexual behaviour:

During the exchange you will develop relationships with other volunteers (UK & Zambian), your group and the communities you work in. These are complicated by a number of factors and adding a sexual component into the equation can distort these relationships and has the potential to cause misunderstandings. Consider how this could impact upon the other people across the project, and within the programme. The potential to inadvertently cause offence and to do something unacceptable within the community is high. Remember that your actions do not just affect yourself but the whole team.

All Students have a responsibility to abstain from sexual involvement that could harm the group or relations with the community. Breach of this may lead to dismissal from the programme. Students are expected to inform themselves before commencing the placement about sexuality, birth control and sexually transmitted diseases. www.nhsdirect.nhs.uk can provide further information. Students should be aware of Zambian laws and regulations on birth control, the rights of females and cultural perceptions which may differ from those experienced in the UK.

Student Agreement:

All students will be asked to sign the participant agreement - code of conduct in Appendix 6 and return this to The Wallace Group.

If a student breaches their code of conduct they may be removed from the project, their University informed and charged for any costs incurred.



Student Role

Role Purpose:

To work alongside and upskill Zambian partners (SIA & Zambian Government Sport Organisations) by sharing knowledge & experience through the co-delivery of a range of sport development roles at selected placements within the community sport hub-sites, schools, communities & organisations across the Zambian capital Lusaka. The focus of each role will differ due to individual skillsets & expertise determined by SIA. Students will work in conjunction with and alongside SIA staff and volunteers to support the implementation of their plans and a key element of the role will be to provide and receive feedback to individuals.

Responsibilities:

- Work in partnership with Zambian staff & volunteers to give and receive feedback to ensure good practice, reciprocal learning and knowledge transfer takes place
- Undertake pre-agreed placements and roles where the outcome is capacity building rather than direct delivery (E.g. upskilling Zambian volunteers and staff to be able to sustain work on their own)
- Contribute to the cultural exchange through sharing views and experiences. Actively show interest in and increase an awareness and understanding of Zambian culture
- Act as a role model for the young people in Zambia through appropriate conduct and upholding high standards at all times. Act as an ambassador of the Wallace Group
- Have the ability to work in a challenging environment, be adaptable and sensitive to the needs of individuals, communities and organisations throughout the duration of time in Zambia
- To work as part of a team involving other students, the Project Manager(s), University Staff Members, and SIA Staff and Volunteers / Zambian Government Sport Organisations, including joint planning
- Assist with organising workshops, tournaments, leagues and meetings where appropriate
- Respond positively to feedback and be prepared to give informal and formal feedback to the Project Manager(s), Staff Members and Zambian staff and leaders
- Keep accurate details of sessions and participants for the duration of your placement
- Write reflective blogs to inform the Wallace Group of work taking place and to maximise the experience in Zambia. By completing the evaluations, students will be supporting the long term development of the project, as well as reflecting on their own experience.

Evaluation 1- VZ Induction Weekend

Evaluation 2– In country, upon arrival in Zambia

Evaluation 3– Upon return from Zambia

- Follow the code of conduct at all times

Project Manager Role

Role Purpose:

To coordinate activity and communication with the partner organisations in Zambia and the UK. Their primary purpose is to be in Zambia permanently, overseeing all project related activity in country, throughout the year. They also form one half of the Project Management team, that will guide and support the volunteers throughout their stay in Zambia. They act as a liaison between the organisations, students and staff and work in conjunction with the Wallace Group, Sport in Action and all other organisations taking part in the project.

The Project Manager will assist the Assistant Project Manager with all aspects of hub-site placements. They have no affiliation with a particular hub-site but will rotate around all hub-sites, visiting when able and dealing with any issues that may arise.

Responsibilities:

- Be a link for students with local partners and placements liaising with them in the event of any issues.
- Work with Sport in Action as their Sport Development Manager to implement and deliver on core related business.
- Work with the National Sports Federations to deliver on wider sport development strategies and pathways.
- Work and liaise with international partners to deliver on related and core schemes and funds related to Zambian sport development.
- To line manage the Sport in Action Sports Coordinators and Development Officers and oversee their work schedules (funded by the Wallace Group/Durham University).
- To oversee the project as a whole and be the first point of call for emergency related issues.
- To constantly be looking for ways to provide development opportunities for in country Zambians to develop their skills capabilities.
- To liaise with and work with governmental level of sport in Zambia to ensure that we are working towards achieving national directions also through Sport in Action.
- Co-Deliver the induction and debrief process in Zambia in conjunction with SIA, including introducing students to their hub-site placements.
- To complete all project related risk assessments and be the lead for health & safety related issues.
- Work with the Operation Leads group to provide relevant contextual information to support the direction of the project.
- Co-deliver the induction training in the UK in preparation for the placement and to participate in monitoring and evaluation of the placements as required.

Assistant Project Manager Role

Role Purpose:

To act as the primary support contact for all students and staff throughout their stay in Zambia, including hub-site placements, house-related issues, weekend activities etc.

To assist the Project Manager with Sport in Action and the National Federations in the wider development of sport in Zambia through the implementation of community hub-sites.

Responsibilities:

- Act as a mentor on pastoral and welfare issues to the students involved in placements.
- Support with the induction and debrief process in Zambia in conjunction with SIA, including introducing students to their hub-site placements.
- Visit all hub-site placements on a regular basis to ensure a good understanding of all the projects and personnel.
- Work alongside staff, students and NGOs to develop the media coverage of the project through the Media Marketing and Communication volunteers.
- Support and guide the students in the planning of sessions, organisation of events, leagues and tournaments.
- Oversee responsibility for the management of project equipment.
- To lead on the planning and implementation of student and staff placement and workshop plans.
- Organise additional opportunities and excursions for students.
- Attend and co-deliver the induction training in the UK in preparation for the placement and to participate in monitoring and evaluation of the placements as required.



Staff Member Role

Role Purpose:

To supervise all students from the Wallace Group in Zambia. The Staff Member will be primarily responsible for any behavioural or disciplinary measures and decisions that occur during the students time in Zambia.

To work with the Wallace Group and Sport in Action on pre-identified placements which will be implemented and developed throughout the time in Zambia.

To contribute and lead on activities from October to June to prepare students at your University.

Responsibilities:

- To be responsible for all students' behaviour and welfare for the duration of time in Zambia
- To ensure that the student code of conduct is upheld and oversee general health and safety issues in the house
- To work with the Project Manager(s) in relation to placements e.g. helping to deal with any issues that arise
- To provide specific feedback on student roles as requested
- To provide elements of pastoral care to the students
- To draw on their own areas of experience to enhance the Wallace Group objectives
- To contribute to the updating of social media and project webpages with updates on the project while in Zambia

Life in Zambia

Accommodation:

Sport in Action rent a house on behalf of the Wallace Group for the duration of the Volunteer Zambia project. All participants will have accommodation provided in this house for the duration of their placement; please note that extension of your stay outside of the project will require alternative accommodation. The house has bunk bed accommodation for all participants, as well as communal areas including a kitchen and living room. Plug sockets in Zambia are the same as the UK so adaptors are not required—plugs in the house can be limited though so you may wish to bring a plug that can charge numerous devices.

There is also a security guard overnight, and a housekeeper during the day who helps with the cleaning and laundry, but will not wash your underwear!

The house is rented and therefore should be treated with care and respect as students will be charged for any damage. This years project house is situated on the same plot as another family home, therefore it is important for all students to be respectful and conscious of the shared garden space. Please remember that this is home for everyone and be considerate in clearing up after yourself and awareness of others in the house.

Meals:

Each week, the Assistant Project Manager will collect money for breakfast, dinners and house essentials for the week. This amount will be determined by the number of people in the group. In groups of twos, threes or fours, depending on the size of the group. You will be responsible for cooking dinner for the group and clearing up from that meal, usually around once a week. While shopping for that meal, you should also restock any breakfast items and household essentials as well, staying within the budgeted amount!

There are supermarkets at all of the malls in Lusaka and we encourage students to buy from local producers as much as possible. You will find plenty of places to buy fresh fruit and vegetables close to placements and on the way home. Buying from smaller stalls is invaluable for local families however please ensure it is clean, well cooked and hygienic.

Everyone will have different schedules, so lunches are individual responsibility. There are local restaurants around most placement sites where you can eat local foods, or you can prepare lunches at home and take them out with you. Eating locally produced food is much cheaper although nshima may take some getting used to!

Transport:

Transport to and from projects will be on the local minibuses. Please make sure you use the official buses with an **orange stripe** on the side of the bus. Buses can vary in quality of roadworthiness so it is suggested that you choose your bus with care. Incidences of drink driving have decreased in recent years, however it is not viewed in the same way as in the UK—if you feel uncomfortable with the quality of a bus, or the driver, wait for the next one to come along as they are fairly frequent along most major routes.

You will need to negotiate the price with the conductor before you get on the bus—the Project Manager(s) will provide you with a list of which buses and bus stops you will need to get to your placement and the rough price you should be paying. Buses operate differently to the UK and will often not leave until they are full, and may go off the main route to pick up more passengers. You should factor this in to the time you set aside for travelling. Most people in Zambia are very friendly and will often strike up conversations with you on the bus. They are also very happy to help if you have questions about how much you should be paying, or if the bus is on the right route.

Do not under any circumstances take buses after dark; there is a high incidence of road traffic accidents at night due to no street lighting, poor driving and lack of headlights.

Some taxis in Zambia operate in a similar way to the buses: you can pay an individual fare and wait for the taxi to fill up, or you can pay the cost of the full taxi and leave straight away. You should take taxis while travelling at night but use your own discretion when choosing a viable transport option as the vehicles are not always up to the same standards as the UK—cracked windscreens and lack of seatbelts are common. The Project Manager and Assistant Project Manager have contact numbers for reliable taxi drivers who have been used over the most recent project years.

Transport breakdown/delay:

It is not unusual for a bus to break down or run out of fuel while on a route. If this happens, you should contact the Project Manager(s) for advice and notify your placement coordinator if this happens while travelling there. Buses along the major routes to all placements are frequent, so alternative transport should be relatively easy to find—move to a safe area away from the vehicle whilst trying to find this. If the bus cannot continue and you have already paid for the journey, you should ask the conductor for money back or to pay for alternative transport.

Climate:

The weather in Zambia can be hot, but during the Zambian winter (June and July), temperatures can drop considerably, especially at night. Make sure you pack clothing suitable for all weathers.

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Average High (°C)	26	26	26	26	25	23	23	26	29	31	29	27
Average Low (°C)	17	17	16	13	11	9	9	11	15	17	18	17

Photography:

Think before you take photographs and always ask permission when photographing people. At the sites, it is acceptable to take photos but make sure you check with the volunteer you are working with, as well as the person you are about to photograph.

Outside of the placements, you may find that people do not always wish to pose for photographs so you should show respect to people, who may just be going about their daily routines. Most of the placements are in the heart of the communities so it is important that the wider communities are also shown respect. In Zambia some parts of the elder population believe that taking photos of them is disrespectful (especially without permission) so be far more conscious of taking pictures when away from your hub-sites.

Do not take photographs in government areas and airports—taking photos of government buildings and the military/police is illegal in Zambia.



Weekends and Free Time:

There are lots of options of how to spend time outside of placements. Everyone is expected to be back at the house before dark so you may wish to bring out some games to play in the evenings. There will be a group activity organised for most weekends and there is also the opportunity to get involved in the delivery of events, join your hub-site teams at friendlies, explore the local area, markets and experience a Zambian church service. Each group will get to experience Zambian cuisine on Zambian nights, where our hosts cook a Zambian feast full of things to try and in return host British Night.



All dressed up in chitenge for Zambia Night



Dream Valley water park



Tiffany's Canyon—kayaks, inflatables, zip line and food available for between 40-90 Kwacha each



Lilayi Elephant Nursery— view the elephants from a platform along with a talk about the nursery



Chaminuka Game Drive



Sunday church service

Livingstone:

Each group will have the opportunity to visit Livingstone for a long weekend during their time in Zambia. We will stay at a hostel for three nights at \$18 per night, and the days are yours to explore the area. Below is the price list for activities so you can plan in advance. Some of the activities can be paid for on card, but some need to be paid for in cash so please make sure you bring **US dollars** with you as the local bureau de change often runs out. The following are approximate activity costs:

SAFPAR EXPERIENCES 2022

SAFPAR'S BUCKET LIST

SAFPAR Rafting & FREE Cruise Combo
The Elephant Cafe Experience!
The Devil's Pool Swim
Sunset Cruise on the Zambezi
"Flight of the Angels"
Bungee Jump off the Vic Falls Bridge

SAFPAR RAFTING

Free Photos and Video!
Rated the #1 Rafting Co. on TripAdvisor
Minimum age is 15 years
Minimum pax = 2
Park Fees are NOT included

Low Water (Rapids 1 - 21)	\$140
High Water (Rapids 14 - 25)	\$140

ZAMBEZI RIVER CRUISES

5 - 15 years 1/2 price, under 4 is free
Park Fees NOT included, payable direct
Minimum pax = 4

<u>MV Makumbi / Mv Mambushi</u>	
Breakfast Cruise	\$50
Lunch/ Sunset Cruise	\$60
<u>Lady Livingstone</u>	
Breakfast Cruise	\$60
Lunch Cruise	\$85
Sunset Cruise	\$75

JETBOAT SAFARI

5 - 15 years 1/2 price, under 4 is free
Park Fees NOT included
Minimum pax = 4

Early Bird (1 Hour)	\$65
Sunset Explorer (2 Hours)	\$90

UPPER ZAMBEZI EXPERIENCES

Minimum Age 12 Years
Minimum pax = 2
Park Fees may be applicable

Half Day Raft Float	\$120
Full Day Raft Float	\$145
Raft Float + Elephant Interaction	\$170



THE ELEPHANT CAFE

Free Photos
Rated the #1 Restaurant in Zambia on TripAdvisor
Min Age for elephant interaction is 10 years | < 10 years on request
Notification of dietary requirements is essential
Park fees are NOT included

Jetboat, Elephant Experience & Breakfast (Min 6)	\$205
Jetboat, Elephant Experience & Lunch (Min 4)	\$230
Jetboat, Elephant Experience & High-Tea (Min 6)	\$190
Jetboat, Elephant Experience & Dinner (Min 4)	\$230
Road Transfer to Elephant Experience & Lunch (Min 2)	\$195
Road Transfer to Elephant Experience & High-Tea (Min 6)	\$140
Road Transfer to Elephant Experience & Dinner (Min 2)	\$195

MEET THE ELEPHANTS - A RESCUE HERD!

Minimum Age 10 years
Park Fees may be applicable

Elephant Interaction (Min 2)	\$85
Art of Africa Experience (Min 4)	\$155
Jetboat Trip & Elephant Interaction (Min 4)	\$160

VICTORIA FALLS - GUIDED TOURS

3 - 11 years 1/2 price, under 2 is free
Park Fees are NOT included, clients to pay their own fees direct

Falls Tour (Zambia)	\$30
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LIVINGSTONE ISLAND

Min Age = 12 years
Transfers are NOT included, NB Taxi, pay direct
Low Season Rates (valid until June 2022)

Morning Breezer	\$110
Lunch	\$175
High-Tea	\$150

THE FLIGHT OF THE ANGELS

Book Here, Pay Direct (Aviation Fee - \$6 excluded)
Heli - min 2 clients required to confirm the flight

15 Min Microlight Flight	\$179
30 Min Microlight Flight	\$360
15 Min Heli Flight	\$190
22 Min Heli Flight	\$265
30 Min Heli Flight	\$380

ZAMINFO@SAFPAR.COM | +260 973 403 207 | www.safpar.com

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Livingstone:

SAFPAR EXPERIENCES 2022

STEAM TRAIN EXPERIENCE

Operates Mon, Wed, Sat
Fine Dining Experience, Notification of dietary requirements is essential!

Bushtracks Express Dinner Run **\$199**

GAME DRIVE

5 - 15 years 1/2 price, under 4 is free
Park Fees NOT included
Minimum pax = 4

AM/ PM Game Drive (2 hrs) **\$60**
Rhino Walking Safari (Min 14 yrs) **\$105**

CHOBE NATIONAL PARK

5 - 12 years 1/2 price, private trip required for younger
Excludes Kazungula Bridge Levy which is currently US\$10 pp and US\$10 increase in Chobe Game Park entry fees effective 1 April 2022

NB minors US\$ traveling through Botswana's borders will be required to produce certified copies of unabridged birth certificates in addition to their valid passports.

*NB Travellers who have previously visited a country with a yellow fever vaccination requirement will be required to show a yellow fever certificate on arrival in Botswana. *Visas may apply!*

Chobe Half Day Trip **\$155**
Chobe Full Day Trip **\$175**

TIGER FISHING

Children U12 must be accompanied by an adult
Max 4 pax per boat

Half Day Fishing Safari **\$125**
Full Day Fishing Safari (incl. lunch) **\$255**

LIVINGSTONE TOURS

Livingstone Tour **\$50**
Mukuni Village Tour **\$50**

DISCOUNTED COMBOS!

Rafting & Sunset Cruise	\$140
Elephant Interaction & Sunset Cruise	\$110
Game Drive & Sunset Cruise*	\$85
Game Drive & Elephant Interaction	\$110
Falls Tour & Sunset Cruise	\$65
Falls Tour & Game Drive	\$65
River Float & Sunset Cruise	\$130
River Float, Game Drive, Sunset Cruise*	\$170

*These activities should be done on the same day, or additional River Fees may apply.
Sunset Cruises will take place on the Makumbi located at The Victoria Falls Waterfront.
Minimum age to meet the Elephants is 10 yrs.
Minimum age for the River Float is 12 yrs.
Park Fees NOT included.

VIC FALLS BRIDGE ACTIVITIES

No transfers are included, taxis are payable direct

Big Air - Bungee, Swing & Slide (Min age 14 yrs)	\$220
Bungee Jump (Min age 14 yrs)	\$160
Bridge Swing Single / Tandem (Min age 14 yrs)	\$160/\$240
Bridge Slide Single / Tandem (Min age 6 yrs)	\$45/\$65
Bridge Tour incl. lunch (Min age 6 years)	\$65

BAKOTA GORGE ACTIVITIES

Abseil Half-Day/ Full-Day (Min age 10 yrs)	\$170/\$190
Gorge Swing Single/ Tandem (Min age 10 yrs)	\$95/\$150
Flying Fox or Abseil or Cable Slide only	\$55

QUAD BIKE AND HORSE TRAILS

Book here, pay direct!

1 Hour Quad Bike Local Trail (Min age 12 yrs)	\$80
2 Hour Quad Bike Village Trail (Min age 16 yrs)	\$140
2 Hour Horse Trail (Min age 12 yrs)	\$80
Half-Day Horse Riding Trail with lunch (Min age 12 yrs)	\$115

YOUR SAFETY IS OUR BIGGEST CONCERN - COVID-19 PROTOCOLS STRICTLY ADHERED TO

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T&C's Apply, Rates Subject to Change Without Notice

Placements

Hub-sites are spread around Zambia, but your placement will be focused within Lusaka. You will travel to your placements using local transport. You will be working with local volunteers to support the activity that they carry out—this could be passing on sport-specific knowledge, mentoring young leaders, helping to recruit more participants and developing the site. It's important to remember that these volunteers may also have other commitments such as school, helping out at home or work.

You will be attached to a hub-site(s) which will have a number of teams, leaders and participants. You will be expected to work on the development of that site as a whole, specifically in relation to the development of coaches and leaders, and the functionality of that hub-site. These training sessions will usually run for a couple of hours, but the expectation is that students are at the hub-site(s) for half a day or a full day, working with other Zambian and UK volunteers to develop the site as a whole.



Placement Support Network

The Project Manager, Assistant Project Manager and University Staff Members will be present in Zambia for the duration of your time in Lusaka. They are there to support you with any issues you might have, so please make the most of this support network. No question is too trivial and everything possible will be done to resolve any issues so that it has minimal impact on your time in Zambia. You are also encouraged to try to resolve placement problems with the Zambian Volunteers you will be working with.

Coach and Official Education:

Each group will deliver a number of coach and official education programmes to assist in the upskilling of Zambian volunteers from all sites. You should plan these sessions in advance and in conjunction with the rest of the groups from the project so that they build on information being delivered. When planning these sessions, you should also think about any coaching or officiating resources that you could bring with you that may help in delivering the sessions, or to leave with the participants.

In addition, you will work closely with the Zambian volunteers at your placement site, and you should work together to plan and deliver sessions. It is useful to bring a notebook with you to leave in Zambia, to write down these sessions and any new drills you introduce.

Reporting:

During the course of your placement, you will be required to collect data on participants at your placement and site. You will need to bring a note book to collect this information on a weekly basis, which will then be shared with Wallace Group Universities to demonstrate the impact of the project. You will also be required to participate in reflective reporting during your time in Zambia, and all participants are required to take part in a feedback meeting with Sport in Action before leaving Zambia, and to complete an end of project report.

A Day in the life:

Each placement will vary due to the timings of sessions, wider activity on the hub-site and travel time, but you should prepare yourself to be out for full days.

Here is an example day from a student placed at **Kalingalinga** and **Mtendere** from our most recent Volunteer Zambia project:

08:00	9:00-10:30	10:30-11:30	11:30	14:00-15:00	15:00-16:00	17:00	Evening
Leave house to travel to placement	Netball hub session at Kalingalinga	Coaching workshop with teachers from Ktown hub	Lunch/ Travel to Mtendere	Mtendere Netball session	Mtendere Girls in Action session	Arrive home	Evening meal, free time

Girls in Action

The Girls in Action programme runs alongside Sport in Action's sports programmes and aims to educate and empower female participants. Sessions typically run before or after a sport session and you may be asked to get involved in facilitating these sessions. Unfortunately a lot of the topics covered by the Girls in Action programme are still considered to be taboo subjects and culturally sensitive so it is important that these sessions are led by the Zambian volunteer and that the correct information is given.

Life skills education is not just limited to girls, and many of the boys teams also regularly talk about life skills with their coach.

Enterprise & Entrepreneurship

Many of the "life-skills" topics covered in Zambia are not common place in the UK and culturally have their sensitivities. Delivering on this is not advised, and this should be handled by the in-country volunteers and leaders. However, in recent years, the Wallace Group has pioneered enterprise and entrepreneurship through Sport in Action, and this is something we will continually develop into the future. This work is primarily lead by Jessica Kaluwe (Girls in Action Development Officer). There are some exciting developments with this work, so keep a keen eye on opportunities surrounding this and discuss with the Project Manager about how best to implement if appropriate.

Personal Safety

Zambia is a relatively safe country in comparison to some of its neighbours. However, foreigners are easily identifiable and can attract attention from opportunist thieves who automatically assume that you are wealthy.

You will attract attention when you are walking during the day but it is usually merely interest and curiosity and is rarely malicious.

It is essential that you do not walk around at night alone as you are a very easy target. There is also a curfew in place in some areas of Lusaka. There is a prevalence of drunk driving in Zambia please be conscious of this with regards to your driver when you get into a cab at night.

For more information on travelling abroad, please visit www.fco.gov.uk for more country specific information.

Foreign and Commonwealth Office advice (correct as of March 2022):

Bag snatching, pick pocketing and theft from parked cars are common at some restaurants and internet cafes in downtown areas, particularly near bus and railway stations and in some shopping areas. Keep large amounts of money, expensive jewellery, cameras and phones out of sight. Don't change large sums of money in busy public areas. Thieves have followed people after they have withdrawn money from banks and later robbed them at gunpoint.

Security risks increase after dark, especially in tourist areas and city centres. Over the last 2 years, a small number of 'ritual' murders have taken place in some of the poorer areas of Lusaka. British citizens have not been targeted during these murders.

Keep valuables and originals of important documents in a safe place and carry a copy of your passport and immigration permit.

Use reputable banks, bureaux de change or ATMs to exchange money.

Local travel—Adventure sports, including in the Victoria Falls area, carry risks. Serious accidents and deaths sometimes occur. The quality of medical care varies greatly. Follow safety instructions closely and make sure your insurance policy covers you.

Political situation

Zambia has recently elected a new president and there is largely optimism about the future of the country. However, it is wise not to engage in political debates, or to air political views when talking with locals as this may spark conflict.

There are at times political rallies and gatherings but this is far less likely given the recency of the previous election.

Health Issues

Malaria, Cholera, Rabies and Tuberculosis (TB) are common to Zambia. At the beginning of 2018 there was a cholera outbreak in Lusaka, however it has since been contained and life is returning to normal. You should only drink bottled water and avoid ice in drinks. Wash your hands before eating, after being out and about and after going to the toilet—this may not always be easy when you are out on site so it is recommended that you carry some hand sanitizer. You should only eat food which has been thoroughly cooked and for which basic hygiene precautions have been taken and use common sense when purchasing from local street vendor. If you suffer from diarrhoea during a visit, you should take immediate medical attention.

The Zambia HIV Impact Assessment report estimated that 980,000 people in Zambia were living with HIV. Over the past decade, Zambia has made progress in the HIV response. HIV can develop onto AIDS. Exposure to infected blood/blood products and certain bodily fluids (blood, semen, pre-seminal fluid, rectal fluids, vaginal fluids and breast milk) may put a person at risk. The use of non-sterile needles can also mean that vaccinations, acupuncture, tattooing and body piercing can all be potentially dangerous. Transmission in southern Africa is predominantly through heterosexual activity or through intravenous drug use. You should exercise normal precautions to avoid exposure to HIV.

Malaria is common throughout Zambia and you should take anti-malaria tablets throughout your stay. Malaria is an infectious disease caused by the Plasmodium parasite and is transmitted to humans by infected mosquitoes that feed on human blood. Symptoms range from fever, chills and sweating, headache, diarrhoea and muscle pains. These may subside and reoccur.

Mosquitoes are most active during the period of dusk until dawn. It is recommended to wear light coloured clothing during this period, long sleeved tops and trousers, use a mosquito repellent and avoid perfumes and aftershave. You should sleep under a mosquito net at night.

You should take the full course of your antimalarial tablets, including once you return to the UK and seek medical advice if you display any of the symptoms of malaria.

You should talk to your doctor or travel nurse in plenty of time before departure to ensure your vaccinations are up to date. You should also inform yourself before travelling on the health issues prevalent in Zambia.

Visiting a Doctor/Hospital:

During the course of the project you will be encouraged to use our recommended medical centre where you can see a nurse or doctor and there is a fully equipped hospital for more severe conditions.

If you become sick in Zambia and require medical attention then please inform the Project Manager(s) who will support you to go straight to the Care for Business Clinic, located in Addis Ababa Drive, Lusaka.

The clinic has regular surgery hours and an out of hours service, operating facilities and a pharmacy. If your condition requires medical attention that the clinic is unable to provide, you will be sent via air ambulance to Johannesburg, South Africa which is a two hour flight away.

In Zambia you have to pay upfront for the consultation and then any subsequent tests or medicines. The cost is around £20-£30 to see a doctor—it is each student's responsibility to ensure that they have these funds available. You should ensure you receive receipts which can be sent to your insurance company to reclaim the money spent. Most insurance companies require you to let them know that you are receiving treatment before submitting a claim so please ensure you are aware of the procedures of the company your policy is with. You should bring a copy of your policy documents, as well as knowing your blood group.

Consultation— K490

Lab tests—K1000 (May vary dependent on the type of lab tests that are done)

Repeat consultation—K200

Costs are accurate as of April 2022

These costs may increase over time, and you should make sure that you have the funds with you to cover these costs should you need to visit the clinic.

In the case of an emergency, payments can be made via bank transfer to Care for Business Clinic from the UK. Once funds are in the account or proof of payment is confirmed treatment may be accessed.

Care for Business Clinic

4192 Addis Ababa Drive

Lusaka

Zambia

www.cfbmedical.com

Tel: +260 211 254 398

Emergency: +260 973 674592

Emergency Services—Fire/Police/Ambulance: 911

Procedures

Risk Assessments:

All participants should ensure that they conduct a daily risk assessment before conducting sports activities during their placement. The Health and Safety Executive's five steps to health and safety assessments outline the following:

1. Identifying significant hazards
2. Deciding who might be harmed by these and how
3. Evaluating the risks and deciding on precautions
4. Recording the findings and putting the safety measures in place
5. Reviewing the assessment and updating as circumstances change

Changes to placement/ accommodation

Placements may sometimes need to be amended at short notice due to changes in timetables, school management or unforeseeable circumstances. All efforts will be made to minimise the disruption to participants and resolve issues quickly with Sport in Action. It is worth noting that with the new government has come a completely new schedule for schooling in Zambia and this is something that everyone is still trying to come to terms with. So with this in mind, be patient, be understanding and try to work around situations as best you can.

Unforeseen circumstances may also result in the need to move participants from the group accommodation to other accommodation at short notice. Participants will be consulted at all stages during this process, and if necessary hotel accommodation will be used as a temporary measure until other accommodation has been provided. Should this scenario occur, all costs incurred will be met by the Wallace Group.

Theft or loss of money/passport:

In the event of the loss of a passport, the police should be informed and a police report with crime reference number obtained, which should be then passed on to the British High Commission Consular section. All participants should have a photocopy of their passport which they should present at the High Commission, and their travel insurance company should also be notified.

Theft or loss of money/belongings should be reported to the nearest police station and a police report with a crime reference number obtained. The Wallace Group and travel insurance company should then be notified.

Leaving the programme:

Participants should speak to the Project Manager and Katie Binks (Durham University) to discuss the issues relating to their desire to leave the programme in the first instance. If you are seriously ill or someone in your immediate family dies, the Wallace Group will give permission to leave the programme early, pay for your travel home and your responsibilities under the programme will cease.

If you choose to leave the programme early, you will be responsible for any costs incurred in changing flights and may be charged by your University for any additional costs incurred.

Safeguarding Procedures:

All students should have completed safeguarding training prior to the project. Abuse of children in Zambia is just as illegal as it is in the UK.

If you have a child protection concern, you must share it with the Project Manager, who will address it with Sport in Action. If you are not satisfied with the way in which your report has been handled, please contact Katie Binks (Durham University).

Response to Medical Incidents/Emergencies

If an emergency/incident occurs during the placement, it is the responsibility of the Staff Member to lead on the initial management of the emergency. If the Staff Member is unavailable, the Project Manager will take responsibility with the guidance of the Wallace Group. In the event of an emergency, the following should be contacted:

- George Kakomwe—Sport in Action
- Katie Binks—Durham University
- Emergency contact at relevant UK University
- Travel insurer as appropriate
- British High Commission in Zambia as appropriate.

Medical facilities are accessible from all placement sites. In the first instance, students should contact the Project Manager or Staff Member to arrange getting to Care for Business Clinic.

Communications plan:

Katie Binks (Durham University) will act as an emergency 24 hour contact number for all participants during the Zambian placements. Durham University contact the relevant University, and where appropriate, your emergency contact will be contacted. In the event of an emergency/incident, all press enquiries should be directed to Katie Binks.

Repatriation/ Evacuation Procedures:

In the event of repatriation being required to the UK, this will be co-ordinated by Katie Binks (Durham University) in conjunction with the travel insurance providers. The cost of medical repatriation must be covered within the travel insurance policy that participants hold. If evacuation is required due to civil unrest or natural disaster. Foreign and Commonwealth Office advice will be sought from the High Commission by Katie Binks.

Personal Safety:

Where possible individuals should avoid travelling and walking around Lusaka by themselves. As far as possible, efforts will be made to ensure that participants will be working and travelling in groups. It is an individual's responsibility to ensure they are not travelling unaccompanied as far as possible. Each group will have University Staff Members as well as the Project Manager and Assistant Project Manager who can travel with participants should lone travel be required.

Participants should take extreme care when travelling at night. Under no circumstances should participants make their way home unaccompanied after an evening out.

Students are reminded that they are part of an organised programme and are not travelling independently. Therefore, participants found to have contravened the advice on personal safety will have their future participation in the Volunteer Zambia project reviewed and may be sent home early.

Disciplinary Procedure:

If a student fails to abide by the code of conduct or any disciplinary issues arise during the project then they will be dealt with the University member of staff assigned to the group, the Project Manager and the individual through informal discussion. However where this approach fails or as a result of persistent problems, the following procedure will be followed.

1. Stage One —Final Written Warning

If a participant commits, or is thought to have committed, an offence which by itself is serious, or previous informal discussions have failed, then The Wallace Group in conjunction with Sport in Action and the relevant University representative will convene a disciplinary hearing which may result in a written warning

2. Stage Two—Dismissal

If problems persist, in view of the short timescale involved, a second disciplinary hearing may be called which may result in dismissal. Where an individual is so unsuitable that he or she is incapable of carrying out his or her duties, they may be instantly dismissed from the project and their return flight brought forward. The cost implication of this will be at the discretion of the offending student's University.

Stay involved

There are lots of ways to stay involved, and we would encourage you to keep in contact with the friends you have made during your time in Zambia. In previous years, returning students have managed online knowledge-sharing platforms to share resources to continue the development of coaches, organised fundraisers and sponsored people they have met in Zambia. Volunteer Zambia Foundation coordinates most of this alumni engagement so make sure you have signed up to their mailing list and joined the alumni group on Facebook to stay up to date.



Volunteer Zambia Foundation:

The Volunteer Zambia Foundation exists to ensure unique Zambian memories are never forgotten, and to ensure that students, staff and visitors who've experienced Zambia first-hand have a way to continue making a difference and contributing when they return home. This will be primarily done through the thematic groups, so speak to a member of the VZ Foundation team, or the Project Manager who can put you in touch with the relevant personnel.

Our Aims:

Sport can be a powerful tool and our mission is to preserve and protect the health of young Zambians in deprived communities by using our sporting knowledge and expertise. We strive to provide opportunities and to alleviate poverty in any way we can. Our year round fundraising effort contribute to four main purposes:

- * Continually support the overall targets of the project through a more charitable means
- * To develop and sustain Fountain of Hope
- * To provide education for outstanding young leaders
- * To develop facilities that offer safe sports environments

We hope the Volunteer Zambia Foundation can build on our shared experiences to advance and develop the invaluable leadership and life skills that are developed on sports fields every day. Our foundation relies on the input and enthusiasm of the people to whom Sport in Action, the Wallace Group Zambia Project, and all related projects means something. **So please get in touch, share your memories and tell us how you're getting on, and help in any way you can; no contribution is too small.** To get in touch and find out more do not hesitate to contact us via volunteerzambiafoundation@gmail.com.



Volunteer Zambia Foundation



@volunteerzambiafoundation

Nyanja

Nyanja	English
Muli bwanji	Good morning, how are you?
Bwino bwanji	I'm good thanks, how are you?
Bwino	Good
Laka	Great
Tizaonana	See you later
Tizaonana miro	See you tomorrow
Tizaonana manje manje	See you soon
Zikomo	Thank you
Zikomo kwambiri	Thank you very much
Muzungu	White person
Enda (pl endani)	Go
Bwezako mutengo	Lower the price
Openani	Open up/spread out
Bwelani	Come here (group)
Passa	Pass
Skip	Leave
Fendela	Move
Mwa vela	Listen/do you understand?
Iwe	Hey/You
Sigoro	Up front
Kumboyo	At the back
Tandizo	Help
Walema	Tired
Vitomboa	Fritters

Zambian Laws

Legal age of an adult	According to the Legal Age of Majority Act and Children's Protection and Adoption Act, a person under the age of 18 years is defined as a child.
Has the country ratified UNCRC (United Nations Conventions on the Rights of a Child)	Yes. Signed on 30th September 1990, ratified on 6th December 1991 (source www.treaties.un.org)
What does the law say in regards to hitting children/ corporal punishment?	<p>According to the Education Act of 2011, Article 28 states that mentions the corporal punishment is prohibited in public and private schools. It says that "(1) A teacher, employee or other person at an educational institution shall not impose or administer corporal punishment or degrading or inhuman treatment on a learner or cause corporal punishment or degrading or inhuman treatment to be imposed or administered on a learner. (2) A teacher, employee or other person who contravenes subsection (1) commits an offence and is liable, upon conviction, to a fine not exceeding one hundred thousand penalty units or to imprisonment for a period not exceeding one year, or to both.</p> <p>According to the Juvenile Act, Article 46, if any person who has attained the age of sixteen years and has the custody, charge or care of any juvenile wilfully assaults, ill-treats, neglects, abandons or exposes him, or causes or procures him to be assaulted, ill-treated, neglected, abandoned or exposed, in a manner likely to cause him unnecessary suffering or injury to health (including injury to or loss of sight, or hearing, or limb, or organ of the body, and any mental suffering), that person shall be liable to a fine not exceeding six thousand penalty units or to imprisonment for a term not exceeding two years, or to both.</p>
Legal age of consent	Sixteen years (Source UNICEF: Status On Legal Frameworks paper)
Narcotics	The possession or use of narcotics, including soft drugs such as marijuana, is strictly prohibited. Drug taking and smuggling are offences. Punishments can be severe. Prisons conditions are very poor.

Pornography	The possession of pornographic material is illegal in Zambia and offenders may be jailed and/or deported
Legal age to work	A child under 13 years of age cannot work under any circumstances. The Employment Act, Chapter 268 of the laws of Zambia, sets out the minimum contractual age as 16 years
Legal age to drink	18 years (Source International Centre for Alcohol Policies - www.icap.org)
Legal age to be tried for a crime as an adult	According to the Penal Code, Article 14, Section 1, a person under the age of eight years is not criminally responsible for any act or omission. (2) A person under the age of twelve years is not criminally responsible for an act or omission, unless it is proved that at the time of doing the act or making the omission he had capacity to know that he ought not to do the act or make the omission.
Laws on Homosexuality	According to the Penal Code Act, 1995, Article 158, (1,2) Any male/female who, whether in public or private, commits any act of gross indecency with a male/female child or person, or procures a male/female child or person to commit any act of gross indecency with him/her, or attempts to procure the commission of any such act by any male/female person with himself or with another male/female child or person, whether in public or private, commits a felony and is liable, upon conviction, to imprisonment for a term of not less than seven years and not exceeding fourteen years. 3 states the same for children and any offence will be punished by community service or counselling as the court may determine in the best interests of the child.
Legal age to get married	According to the law of Marriage Act, Article 33, the marriage of anyone under the age of 16 shall be void.
Female Genital Mutilation (FGM), does it happen?	There is very little knowledge of FGM in Zambia and no legislation is currently in place.

Emergency Contact Numbers

On arrival in Zambia, you will be taken to buy a Zambian SIM card, and should exchange numbers with the rest of your group.

You should add the following numbers to your Zambian phone:

Contact	Position	Number
Jack Preston	Project Manager	+260 771 946 631
		+44 (0) 7949694175
Mia Walters	Assistant Project Manager	+260 771 946 337
		+44 (0) 7947 174326
Katie Binks	Operational Lead, Durham University	+44 (0) 7943 875411
George Kakomwe	Administration Manager, SIA	+260 977 637 771
		+260 211 229 836
Care for Business Clinic		General: +260 211 254 398
		Emergency: +260 973 674 592
Police/Fire/Ambulance		991
British High Commission		+260 211 423 200
Zambian Consulate in UK		+44 (0) 20 75 896 659

Actions in an Emergency

In the event of an emergency, the group's Staff Member (or Project Manager if not available) is expected to:

1. Establish the nature and extent of the incident or emergency as quickly as possible
2. Ensure that everyone is safe and accounted for
3. Establish the names of any casualties and get immediate medical attention for them
4. Ensure that all group members who need to know are aware of the incident and that all group members are following the emergency procedures
5. Accompany casualties to hospital or if this is not possible record the details of where casualties have been taken
6. Notify the police if necessary
7. Notify Katie Binks At Durham University, passing on details of the incident to including the nature; date and time of incident; names of the casualties and details of their injuries; names of others involved so that emergency contacts can be reassured; action taken so far; action yet to be taken (and by whom)
8. Notify the British High Commission in Zambia
9. Ascertain telephone numbers for future calls
10. Write down accurately and as soon as possible all relevant facts and witness details and preserves any vital evidence
11. Keep a written account of all events, times and contacts after the incident;
12. Complete an accident report form as soon as possible (See annex 3)
13. Ensure that no-one in the group speaks to the media
14. Ensure that no-one in the group discusses legal liability with other parties
15. Keep receipts for any expenses incurred for insurance claims

Accident/Incident Report Form

Complete this for all forms of accidents and incidents

Report No _____

About the person who had the accident/ incident

Name _____

Address _____

About you the person filling in this record

Name _____

Address _____

3. About the accident/ incident

(Continue on the back of this form if you need to)

Say when it happened

Date _____ Time _____

Say where it happened _____

Say how it happened and detail any injuries. Give the cause if you can

Please detail any treatment given/ how situation was handled/ outcomes

Please sign the record and date it

Signature _____ Date _____

Return to: katie.binks@durham.ac.uk

Participant Agreement

Code of Conduct Agreement between the Wallace Group and Volunteer Zambia Participants

This agreement is an important document and is in place to protect all parties involved in the Volunteer Zambia programme. Please read this document and the supporting handbook to ensure you are fully aware of your responsibilities relating to the programme.

Name:

Institution:

Before the programme, I will ensure that I: (please tick each box)

- ☐ Read all programme documentation
- ☐ Attend the induction course and any subsequent evaluation days
- ☐ Fully understand my responsibilities regarding Health and Safety and procedures, and have ready the incident and emergency plan
- ☐ Complete all vaccinations recommended by my GP
- ☐ Take out comprehensive travel insurance
- ☐ Complete a DBS check before the beginning of the programme
- ☐ Complete/have a valid safeguarding children qualification

During the programme I will:

- ☐ Acknowledge and abide by the authority of the Project Manager(s), University Staff member(s) assigned to the group, and the local organisations staff member(s)
- ☐ Participate actively in the programme and accept that my commitment is central to the programme's success
- ☐ Adhere to the Health and Safety guidelines and training
- ☐ Acknowledge that legislation and standards in Health and Safety vary between countries. Participants should use their common sense and think before acting and check with the Project Manager or University Staff Member accompanying the placement if in doubt of any issues
- ☐ Not participate in any activities that are contrary to the aims of the programme, may damage it's reputation and are against the policy and procedures set out in the handbook
- ☐ Not participate in any fraudulent or illegal activities during the placement
- ☐ Abide by the agreed code of conduct (as may be amended from time to time)
- ☐ Dress appropriately as advised by Project Manager, Hub Site Coordinator and Staff Member(s) while on placement
- ☐ Not drink too much alcohol or get drunk
- ☐ Not develop any sexual relationship which may adversely affect interaction with the group and host community
- ☐ Not hitch-hike during the programme
- ☐ Not travel alone after dusk

After the project I will not:

- ☐ Set up my own project following my time in Zambia as this can be extremely detrimental to individuals in the Zambian community

Legalities:

I understand that:

1. The Wallace Group's responsibilities to me are limited to those set out above and in particular, that the Wallace Group has no responsibility for my health and safety during the course of the programme.
2. Nothing in this agreement is intended to create an employer/employee relationship

I have read and fully accept the above. The information I have provided to the Wallace Group is, to the best of my knowledge, true and accurate.

Signed by the Participant: _____

Date: _____

Signed on behalf of the Wallace Group: _____

Date: _____

Alumni Agreement

In order to be able to receive information about the project after your time in Zambia, you need to sign up to the Perfect Day Foundation. The Perfect Day Foundation sends out regular newsletters with information on the projects and placements going on in Zambia, events, fundraising opportunities and ways to stay involved with the project.

By completing this form, you are agreeing to the Perfect Day Foundation data protection policy, a copy of which can be provided. Your information will also be shared with the Wallace Group Operational Lead for Alumni, in order to keep you up to date with Wallace Group business, such as recruitment.

As a part of the project and eventually an alum of the project, I hereby also sign to agree to not starting up any offshoot projects as these may negatively affect Sport in Action or the current activities that are happening through the project in Zambia:

Signed: _____

First name: _____

Last name: _____

Email address (non-university): _____

University: _____

Graduating year: _____